

A2SC Answers to Questions from December 2021 Global Innovators Squad Meetings

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-DELHI –IM

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USER MANUAL

Overseas IKV eApps Triage, Phase 2, November 2021 Release

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Overview

1. Caseloads

This triage includes all open overseas TRV eApps – including applications with USA country of residence. A separate A2SC tool triages “in-Canada” TRV applications.

This triage will triage both

1. The TRV eApp inventory accumulated during the COVID-19 pandemic – all applications with a received date of Jan. 1, 2019 to Sept 6, 2021
2. New TRV eApp intake on an ongoing basis, from Sept 7 onward

Frequency

As of Sept 28, the triage runs twice a week. See details in ‘Using the Output’ section below.

2. What the Triage Does

This triage automates, standardizes, and enhances TRV triage best practices already being performed manually by many teams, **and** adds advanced-analytics(AA)-based features to streamline or inform processing of some applications.

The triage is designed to perform the following functions:

1. Group like applications into useful “bins” based on characteristics important for processing, to facilitate processing efficiency and integrity
2. Reduce decision-maker click time in GCMS by performing a very comprehensive scan of GCMS data on each application and client for possible adverse information and other complex information that may or may not be available in other tools like Chinook Mod3+, and

summarizing this information in notes for decision-makers (“case annotations”) on each application

3. Within straightforward V-1 (family visit, visit, tourism) applications, which are the majority of overseas TRV applications, identify applications which can be safely bulk passed on eligibility (“Tier 1”)

The majority of the triage rules used to group applications are not AA-based, but were designed with TRV processing experts in IN and CN and tested through use in live TRV processing.

★ 3. What the Triage Does Not Do

The triage is not designed to perform the following functions:

1. Identify the majority of cases of identity fraud or promotion error
2. Identify errors in biometrics association to UCIs
3. Extract information from or analyze supporting documents
4. Detect inconsistency or fraud in client’s application form entries and/or supporting documents – including passports
5. Compare clients against security indicators, or identify clients requiring security screening

Processing teams must maintain their normal level of vigilance vis-à-vis identity, fraud and misrepresentation, and inadmissibility.

Excepting only certain “Tier 1” applications, decision-makers must still assess all applications on both eligibility and admissibility.

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The triage also ignores cost recovery/fees, including biometrics fees. Processing teams must use other tools/processes to ensure that required fees are paid.

4. User Testimonials

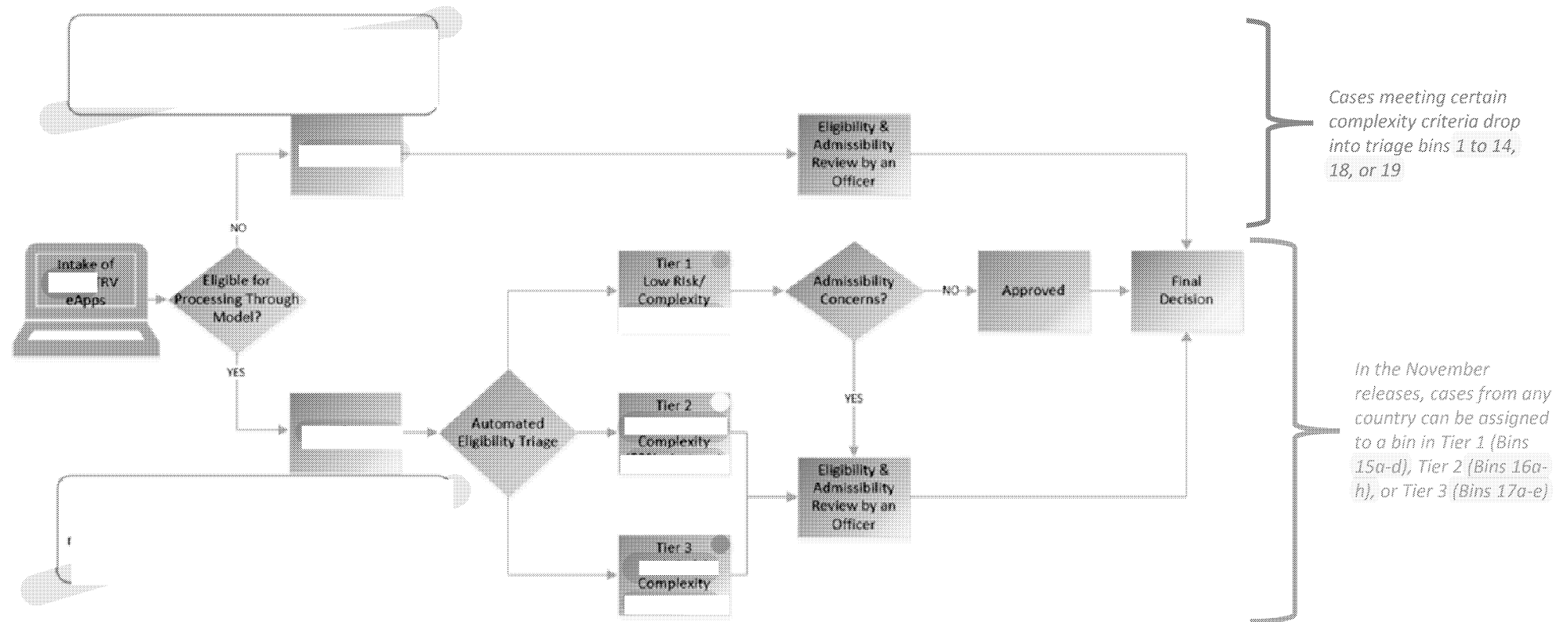
This triage benefits processing by grouping like applications very accurately, by enabling more organized processing and work-sharing, and by reducing decision-maker click time in GCMS.

5. Use and Disclosure

The triage results are for internal use by IRCC only. Please do not disclose information from the triage output outside IRCC. Please do not save additional copies of the triage output aside from what is strictly necessary for the processing of applications.

6. Triage and Assessment Flow

Flow of TRV applications handled by a triage that includes a predictive eligibility model.



Design & Output

1. Triage Bins

Bins

- Applications sharing characteristics important for processing are grouped into “bins”
- There are
- Bins are mutually exclusive. No application can ever be in two bins at the same time
- Applications drop into the “highest” bin in the bin list whose conditions they meet, whether it’s a – so the sequence of the bins is very important
- Please note that this triage ignores cost recovery/fees entirely. Offices must use dashboards or other tools outside this triage to manage fee payment
- Applications are triaged to a due to
 - information the triage is waiting for (e.g. biometrics and biometrics info sharing), or
 - specific issues that must be reviewed and resolved by the relevant IN/CN office
- Two of the
 - capture applications with issues that need to be actioned by IN/CN offices before they can be triaged to These bins each have a GCMS ID, so offices can pull and review these apps
- Apps are not supposed to remain forever in a . Once the information required is received or the issue is resolved, and the application no longer meets the conditions of any , it is automatically re-triaged to a in the next triage run
- The bins group together applications sharing characteristics important for processing, to facilitate processing efficiency and decision quality
- Currently, once an app is in a
- and their sequence are detailed below

2. Case Annotations in Chinook Mod3+

In addition to assigning all applications to a triage bin, the triage generates a set of brief notes on each application, summarizing important information in GCMS on the application or the client. The majority of case annotations focus on adverse information and other complex information in GCMS, because hunting for this info manually is time-consuming for decision-makers.

3. Support for September 7 Re-Opening Priority Cohorts

This triage includes triage bins for all applications from priority cohorts under the TRV Strategy:

4. Predictive Eligibility Model Tiers and Bins

In the September release, only the India and China triages include a predictive eligibility model.

For straightforward applications, the predictive model essentially estimates the application's probability of approval by experienced decision makers, using all eligibility-related information available to it –

These models were “trained” by analyzing a large sample of TRV applications received from January 2019 to early 2020. When it analyzes these applications and the final decisions made on these, the model breaks straightforward applications – applications not dropping into Bins – into hundreds of distinct pockets of applications, each sharing a unique set of characteristics (a ‘model rule’) and an specific average approval rate from 0% to 100%.

The A2SC team then performs extensive analysis of these rules and the apps described by each rule, looking at approval rate, post-approval refugee claim rates and other measures. Finally, A2SC determines the set of rules to include in Tier 1, and the set of rules to Include in Tier 3. Rules which don't “make the cut” for Tier 1 or Tier 3 are included in Tier 2.

When triaging new intake, the predictive model determines whether each straightforward application matches a Tier 1 or Tier 3 model rule – so, assigns all applications to Tier 1, Tier 3, or Tier 2. Finally, the triage segments the apps in each Tier into smaller groups of like cases – the Tier 1, 2 and 3 bins – to further facilitate processing speed and quality.

Here is an overview and comments on each Tier:

Model Tier	Criteria	NOTES
Tier 1	Close to 100% probability of approval, of the client or (if a family group) of all members in the family group	<p>Applications with these characteristics were consistently approved by the experienced officers whose decisions were used to train the model.</p> <p>The department permits A2SC Tier 1 applications to be bulk passed on eligibility, with these decision being effectively made by the Officer of Record. Admissibility must still be assessed by processing officers.</p>

		In monitoring of A2SC Tier 1 performance for India and China since 2018, the rate of future refugee claims and enforcements on approved Tier 1 applications is extremely low. In short, experienced officers are quite effective at identifying clients with the lowest risk of violating the conditions of a visa, and the model is quite effective at mimicking their decisions.
Tier 2	All applications which do not fall into Tier 1 or Tier 3. Approval probabilities ranging from very high (the Tier 1 threshold) to quite low (the Tier 3 threshold)	<p>These applications cover a wide range of approval probability, and include groups with consistent approval probability among their members (but not high or low enough to put them in Tier 1 or 3) plus groups with varied probabilities of approval. The model cannot provide clear enough guidance for officers on these applications. Decision-makers should assess all Tier 2 applications on both eligibility and admissibility.</p> <p>Tier 2 applications are segmented into smaller groups of like applications following TRV triage best practices.</p>
Tier 3	Very low probability of approval, of the client or (if a family group) of all members in the family group	<p>Tier 3 applications have a very low probability of approval by experienced officers – typically 10% or lower. It is not permitted to bulk refuse Tier 3 applications. Some Tier 3 applications should be approved. All Tier 3 apps must be assessed on both eligibility and admissibility.</p> <p>Many Tier 3 applications do not look much different from some Tier 2 applications. The line between Tier 2 and Tier 3 divides two portions of the same spectrum. Yet, in monitoring of A2SC Tier 3 performance for India and China, the overall rate of future refugee claims and enforcements on approved Tier 3 applications is very high compared with Tier 2 applications. In short, experienced officers are quite effective at identifying clients with a higher risk of violating the conditions of a visa, and the model is quite effective at mimicking officers' decisions.</p> <p>Tier 3 applications are segmented into smaller groups of like applications following TRV triage best practices.</p>

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5. Triage Bins

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6. Case Annotations – Global

Automatically displayed on TRV applications in the Pre-Assessment Notes column of Chinook Mod3+

OVERVIEW

Annotations are generated on each individual application. The annotations tables below are a complete list of the annotations the triage can generate. The annotations on most applications are quite short. Here are examples of the case annotations generated on two India applications:

- “
- “

ANNOTATION FUNCTIONS:

- A.
- B.
- C.
- D.



Unless otherwise stated, applications can always drop into any bin higher than the bin shown in the ‘Bin’ column of the tables below. And family groups are always kept together in the bins. For example, a non-diplomatic family group containing four clients, one of whom the triage identifies as a current PR, would all be triaged :

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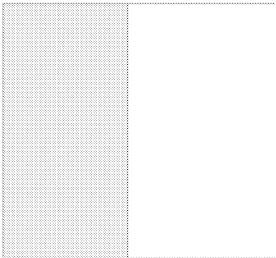
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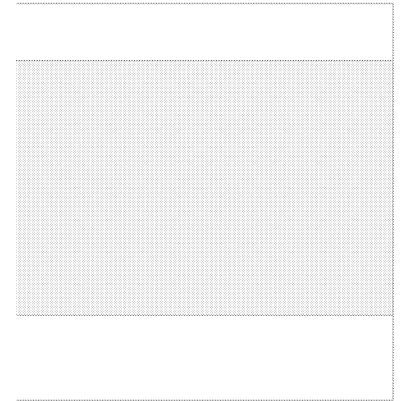


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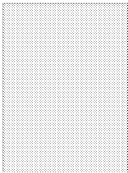
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6. Adverse Info Detected & Not Detected by the Triages

All adverse info detected is summarized in annotations on each application. Pre-assessors and decision-makers do not need to hunt in GCMS for adverse information detected and summarized by the triage.

Possible GCMS Adverse Info Available to the Triage

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Using the Output

1. When to Pull Apps

2. How to Pull Apps by Bin

Updated Chinook Module 1 – New Filter Options

Note that an updated version of the “Chinook - FMS.xlsm” file is required in order to avail of the application received date and multi-select filters. The updated version can be downloaded [here](#).



After you’ve pulled triaged applications using the triage bin GCMS IDs, you are free to change the ID on each application to any other office or officer ID. There is no need to preserve the bin ID.

3. How to Monitor Team Workload by BinID

See instructions for GCMS and Chinook Module 1 in Annexes C and D below.

4. How to Use – and Not Use – the Tiers/Bins

Offices should follow these overall instructions by bin and tier.



Please note that this triage ignores cost recovery/fees entirely. Offices must use dashboards or other tools outside this triage to manage fee payment.

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5. How to Use – And Not Use – the Case Annotations

Updated Chinook Module 3 – Viewing the Case Annotations

Note that an updated version of the “Chinook – Module 3 - Viewer.xlsb” file is required in order to view the case annotations. The updated version 4.8.41 can be downloaded here ([O13](#) and [O16](#)).

The case annotations merely summarize GCMS information. Decision-makers should look up full details in GCMS on any information summarized in the annotations – particularly of adverse information – and use these full details in their assessment of each application.

As noted in the bin usage instructions above, the case annotations which are **not** generated on an application are as important as the annotations which are generated – because this means that the application does not meet the conditions of the annotations.

Limitations and Bugs

1. Known Limitations and Bugs

Please report issues/bugs not listed here, and ideas for improvements, in the [TRV Triage Bug & Suggestion Log](#)

1.

2.

3.

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2. How to Report Bugs & Suggested Improvements

This triage has been continuously developed and improved since 2018 in partnership with officers and other SMEs across IN, CN and other teams – *and many more improvements are possible*.

Please help keep contribute to the continuous improvement of this triage by reporting bugs/issues and ideas for improvements in the TRV Bug & Suggestion Log [here](#). **Thank you!**

Annexes

Annex A: Querying Apps in Chinook Module 1

It is highly recommended that Processing Offices and Missions currently using Chinook Module 1 continue to use Module 1 to retrieve A2SC triaged cases.

Query for apps using the ‘

Generating your Action List (screenshot right and next page)

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- (continued on next page...)

Tool Version: 2.4 Database Version: 1.5

Worksharing RC Code / Assigned to Filtering Options



Filtering Options

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Annex B: Querying Apps in GCMS

See the example below and at right of a query that uses both (1) Primary Office and (2) “Assigned to” (GCMS ID).

Query for apps using both your Primary Office plus the “Assigned to” ID or IDs of the bins your unit manager asks you to process.

Setting up your Query (*screenshot at right*)

- Go to > IMM > TR > My Office Application
- Click Query and enter your criteria
- In “Assigned to”, enter the ID or IDs for the triage bin(s) you are processing
- Click GO to pull all applications

Saving your Query (*screenshot next page*)

- Click Query Name > Save Query As and then enter the name eg. “My TRV Files”
- Click OK

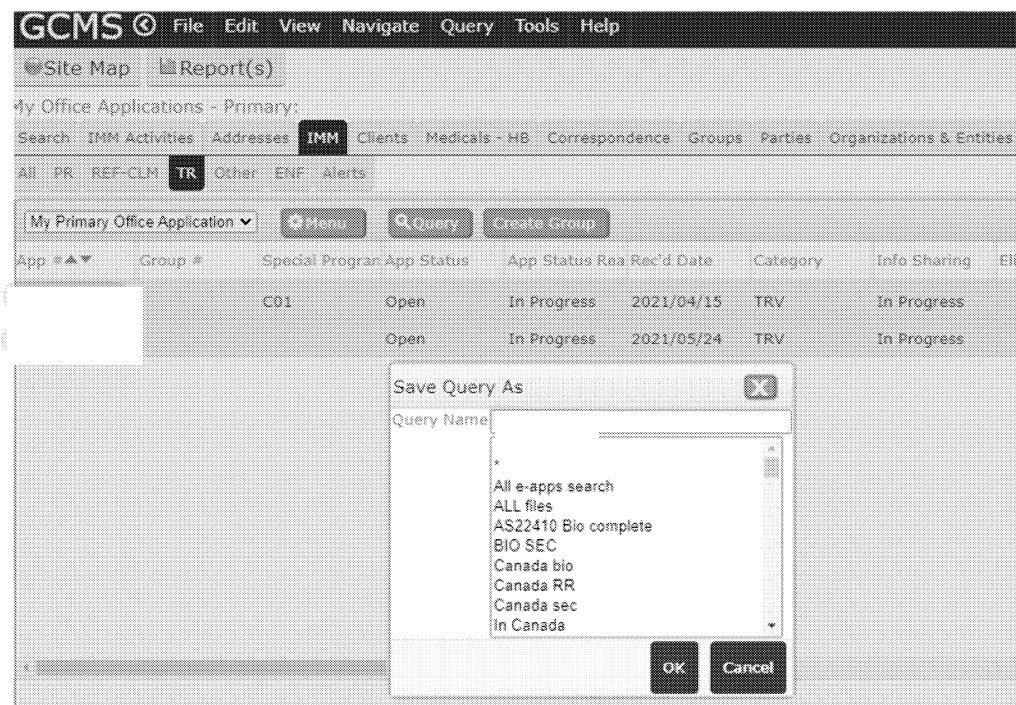
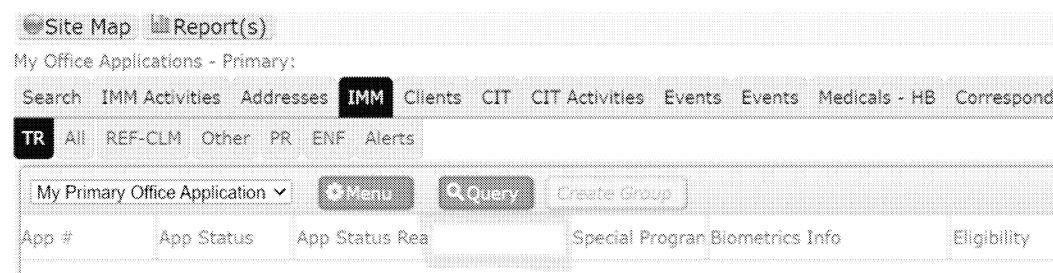
Filtering by Received Date (*screenshot next page*)

Before exporting your files, filter by Rec'd Date if needed – for example to pull only applications received on Sept 7 or later, or (for backlog apps) applications received before Sept 7

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Annex C: Monitoring Team Workload by BinID in GCMS *Prepared by CPC-O China Team*

An example of a tool you may use in order to manage the caseload on a day-to-day basis could be a workload distribution table such as the one pictured below.

Here's how it works:

- One employee is assigned to the workload distribution duty (on a rotational basis or not). This employee runs the GCMS queries that have been set up for each of the AA bins, and populates the table accordingly in order to display the following:
 - The amount of files in each bin
 - The oldest "received date" in each bin
 - The name(s) of the officer(s) assigned to each specific bin for the day
- Once the table is complete, it can be sent to the parties involved through an email

Preferably, the employee taking care of this responsibility would be able to send it out as early as possible in the morning, so that others are notified at the beginning of the workday.

	AA Officers		Assigned to
	Total Files	Oldest	
Bin 1	225	26-Apr	David
Bin 2	89	09-Sep	
Bin 3	75	29-Jul	
Bin 4	0		
Bin 5	82	30-Jul	
Bin 6	146	19-Apr	Fatima
Bin 7	1	06-Jun	Fatima
Bin 8	6	03-May	Fatima
Total Files:	1316		

Using a similar table allows for multiple officers to be assigned to a single bin, or for the same officer to be assigned to multiple (smaller) bins.

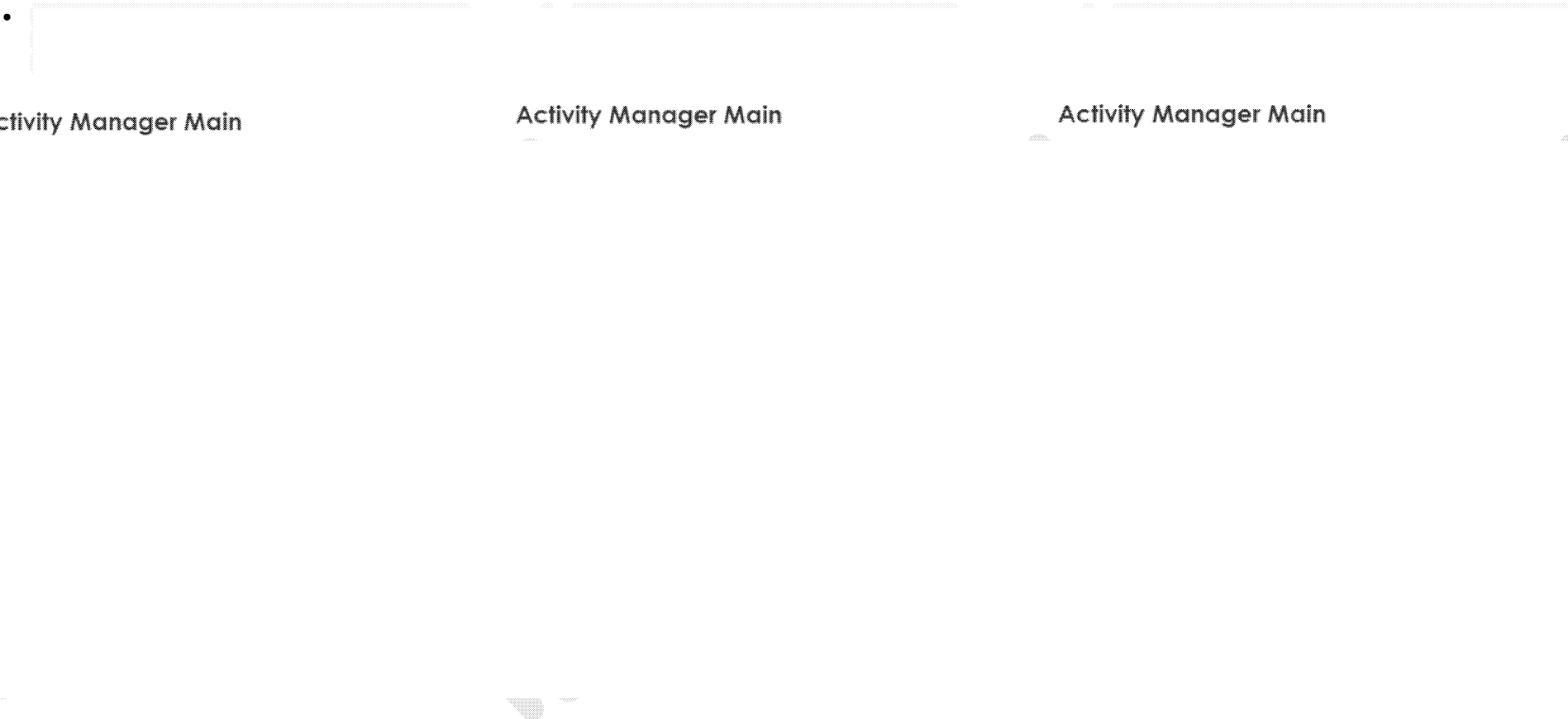
It also becomes a useful caseload management tool with the received date column, as bins with older received dates can be prioritized to help manage processing times.

A simple table like this one can also be heavily customized. In the example below, a separate (blue) section was added for pre-assessors, and certain bins are permanently highlighted

	AA Pre-assessment			AA Officers		
	Total Files	Oldest	Assigned to	Total Files	Oldest	Assigned to
Bin 1	1366	13-Jan		225	26-Nov	Haneef
Bin 2	88	05-Aug		89	09-Sep	
Bin 3	458	02-Apr		75	29-Jul	
Bin 4	0			0		
Bin 5	105	09-Nov		82	30-Jul	
Bin 6	104	05-Mar		146	19-Apr	Fatima
Bin 7	0			1	06-Jun	Fatima
Bin 8	0			6	03-May	Fatima
Bin 9	355	28-Jun	Kevin	93	17-Aug	
Bin 10	0			73	10-Apr	Joshua
Bin 11	0			0		
Bin 12	391	25-Jan		147	09-Mar	Anne, William
Bin 13a	380	21-Feb		6	01-Aug	
Bin 13b	118	06-May		0		
Bin 14	54	08-Feb		68	09-Sep	
Bin 15	0			14	10-Aug	
Bin 16	0			142	11-May	Luc, Sonia
Bin 17	0			128	06-Sep	
Bin 18	1236	06-Nov	Josianne, Alex	3	10-Sep	
Bin 20	993	17-Feb	Isabelle	0		
Bin 21	20	05-Mar		18	28-Apr	Jimmy
Total Files:	5668			1316		

Annex D: Monitoring Team Workload by BinID in Chinook Module 1

You can use the Activity Manager Main screen to monitor the available caseload.



Cont.

You can also use Record Search Utility to view and audit the caseload retrieved by various users from Module 1.

- To access the Record Search Utility, click on the magnifying glass icon on the menu bar on the left.
- This function provides managers a list detailing which applications were retrieved, by whom, and when the action list was generated.

Annexe
Directives à l'intention des décideurs concernant la mise en œuvre du modèle de recevabilité visant le
reste du monde axé sur l'analytique avancée pour le traitement des demandes de visa de résident
temporaire électroniques
Janvier 2022

Aperçu

Le modèle de recevabilité visant le reste du monde axé sur l'analytique avancée (AA) pour le traitement des demandes de visa de résident temporaire (VRT) électroniques, qui a été élaboré par le Centre de solutions en analytique avancée (CSA2), le Réseau international (RI), le Réseau centralisé (RC) et la Direction générale de l'orientation du programme d'immigration (DGOPI), permet de trier les demandes de VRT électroniques provenant de tous les pays autres que [redacted]. La phase 1 de cette initiative concernait le triage automatique des demandes, lesquelles étaient classées dans différents bacs. La phase 2 comprend un modèle axé sur l'AA qui détermine les demandes à faible risque/peu complexes – appelées les demandes de « niveau 1 » – dont la recevabilité peut être établie par le modèle sans examen approfondi par les décideurs (c.-à-d. processus automatisé de prise de décisions favorables quant à la recevabilité pour les demandes simples).

Voici quelques points importants à retenir au sujet de la mise en œuvre du modèle d'admissibilité visant le reste du monde axé sur l'AA :

- L'objectif de la mise en œuvre de l'AA est d'améliorer le service à la clientèle et d'accroître l'efficience opérationnelle en réduisant les délais de traitement et en renforçant l'intégrité des programmes.
- La technologie d'AA permet à IRCC d'analyser des volumes importants de comportements antérieurs des clients afin de cerner les tendances dans la prise de décisions par les agents qui peuvent être utilisées et appliquées au modèle visant le reste du monde. Pour les demandes simples comportant un faible risque – demandes classées dans un bac de niveau 1 – vous pouvez saisir les décisions favorables en matière de recevabilité en lot dans le SMGC puisque la recevabilité de la demande a été établie par le modèle, mais vous devez examiner et déterminer l'admissibilité, puis saisir la décision définitive. Pour les demandes plus complexes pouvant présenter un risque plus élevé, le modèle les classera dans un bac de niveau 2 ou de niveau 3 ou dans un bac sans niveau pour que vous puissiez les examiner et prendre une décision sur la recevabilité et l'admissibilité ainsi qu'une décision définitive. Vous ne serez pas informé des renseignements factuels qui ont mené à l'attribution du niveau ni de la règle du modèle appliquée.
- Depuis la mise en œuvre des modèles de recevabilité pour les demandes de VRT provenant de la [redacted], il a été confirmé que lorsqu'un volume important de demandes est traité à l'aide du modèle axé sur l'AA, les décideurs disposent de plus de temps pour acquérir une expertise et évaluer les autres demandes, ce qui contribue à améliorer la détection de la fraude.

Directives pour le traitement des demandes de niveau 1

Lors du traitement des demandes de niveau 1 qui font partie du modèle de recevabilité :

- Vous saisirez les décisions favorables en matière de recevabilité en lot dans le SMGC puisque la recevabilité a été établie à l'aide du modèle. L'agent responsable du dossier, le DG du RI, a approuvé les règles de niveau 1 à utiliser afin de rendre des décisions favorables en matière de recevabilité pour ces demandes simples.
- Vous ne devez PAS revoir la décision en matière de recevabilité pour les demandes de niveau 1 à moins que des renseignements ayant une incidence sur le constat de recevabilité de la demande ne soient portés à votre attention au cours de l'évaluation de l'admissibilité ou de la vérification du passeport. Dans ces cas, vous devez revoir la décision en matière de recevabilité et déterminer, après avoir examiné tous les renseignements disponibles, si le demandeur est admissible à un VRT.
- Pour les demandes dans lesquelles l'admissibilité a été confirmée, les décisions définitives peuvent être saisies en lot.

Directives pour le traitement d'autres demandes

Lors du traitement des demandes se trouvant dans les bacs de niveau 2 et de niveau 3 et les autres bacs qui font partie du modèle de recevabilité :

- Vous évaluerez la recevabilité et l'admissibilité pour chaque demande à partir des renseignements qu'elle contient, des données antérieures se trouvant dans le SMGC et de tout autre renseignement demandé ou révélé par votre évaluation habituelle de la demande. En d'autres termes, vous continuerez à traiter ces demandes et à exercer votre jugement dans le cadre de la prise de décisions concernant ces demandes en tenant compte de tous les renseignements pertinents et en respectant les exigences en matière d'équité procédurale, au besoin. Vous n'aurez pas accès aux règles du modèle utilisées pour trier les demandes de niveau 2 ou 3 ni aux composantes de ces règles, et vous ne serez pas informé de la règle du modèle utilisée pour le triage de ces demandes et n'aurez pas accès aux renseignements à ce sujet.
- Les renseignements que vous obtiendrez dans le cadre du triage axé sur l'analytique avancée (niveau attribué ou autre bac) se limiteront à ce qui suit ¹:
 - Il s'agit d'une demande de niveau 2 ou 3. En ce qui concerne le niveau attribué, cela vous indique simplement () mais vous ne serez pas informé des renseignements factuels qui ont mené à l'attribution de ce niveau².

¹ Mise à jour en date du 28 janvier 2020 : En plus des renseignements susmentionnés, les agents se voient maintenant fournir certains faits au sujet des clients afin qu'ils passent moins de temps à chercher de l'information dans le système de gestion des cas.

² Précisons que tous les renseignements évalués dans le cadre du triage par le CSA2 seront disponibles dans le SMGC. Les agents auront donc accès aux mêmes renseignements que ceux utilisés par le CSA2 et pourront procéder à leur propre évaluation de ces renseignements.

- En ce qui concerne les autres règles de classement dans les bacs (c.-à-d. les bacs de triage automatisé existants), vous serez informé de l'essentiel des règles ainsi que de la règle ou des critères qui ont été respectés pour classer la demande dans ce bac précis. Vous ne connaîtrez pas les renseignements factuels de la demande qui ont respecté la règle, mais dans certains cas, en raison du contenu de la règle de classement, le simple fait que celle-ci ait été respectée révélera certains renseignements factuels de la demande.
- Dans tous les cas, ces renseignements limités ne doivent pas être jugés déterminants dans votre décision. Vous devez effectuer votre examen habituel de la demande et tenir compte de tous les renseignements pertinents avant de prendre une décision concernant la recevabilité et l'admissibilité.

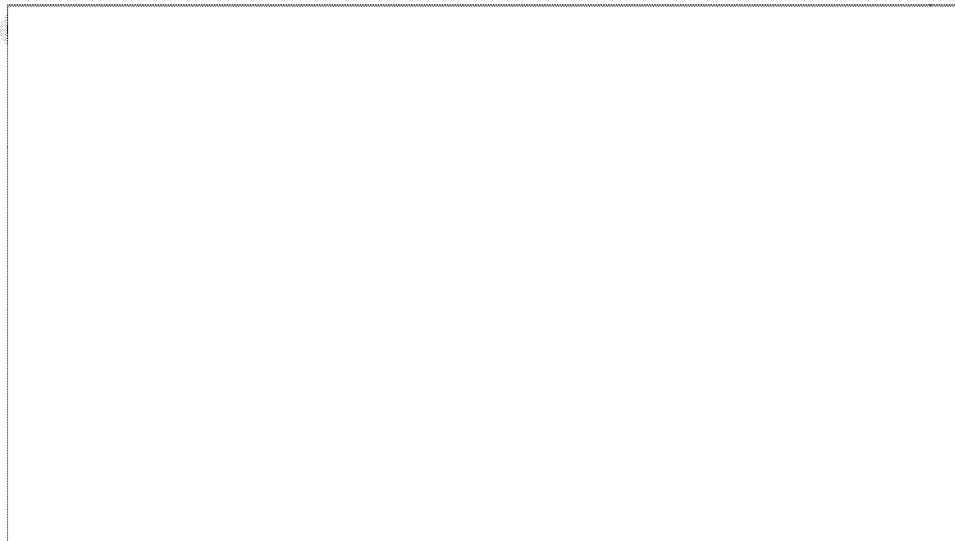
Un exercice d'assurance de la qualité permettra d'évaluer en permanence l'efficacité du modèle, et l'équipe d'AA ajustera le triage et les niveaux, notamment dans le cadre du processus automatisé de prise de décisions favorables en matière de recevabilité, au besoin.

How to upload Mod 1 data for select offices and filter for Tier 1 applications

Once you have loaded Mod 1:

1. Highlight and add all office locations you would like to be included in the caseload.

2. Once you have selected all office you would like to include click “Next”.



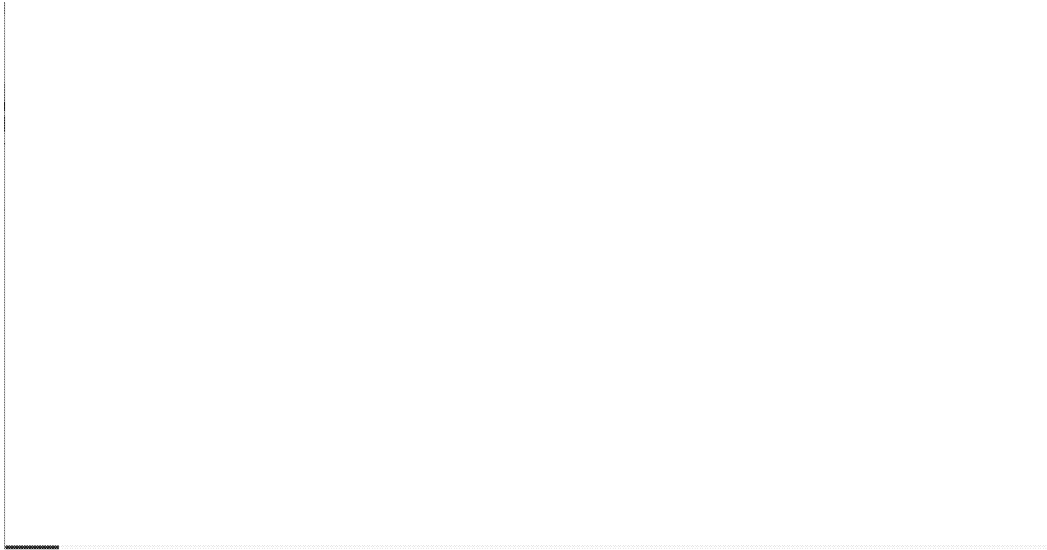
3. Next the “ window will show a progress bar.

4. When the upload is complete, click ‘

5. When back at the “ page, click the back arrow to return to the ‘ page.

6. Once back at the “ page

s.16(2)(c)



7. Highlight referral codes I through and click “ ”



10/02/07

8. The “ ” page will show the Tier 1 caseload for the selected office locations broken down according to the processing activity.

s.16(2)(c)



s.17

Cc: [IN INOM / OMRI LR \(IRCC\)](#)
Subject: Launch of Phase 2 "Rest of World" Overseas TRV eApp Triage | Lancement de la phase 2 du triage des demandes de visa de résident temporaire (VRT) « Reste du monde » à l'étranger
Sensitivity: Normal
Attachments:
 RoW Officer Instructions.pdf

We're pleased to advise that today is Launch Day for Phase 2 of the "Rest of World" TRV eApps triage. Developed by A2SC, IN, CN, and IPG, the "Rest of World" triage triages TRV eApps from all countries other than . Phase 2 of this triage includes an advanced analytics (AA) model which identifies the lowest risk/complexity applications – termed "Tier 1" applications – for which eligibility can be determined by the model without further review by decision-makers.

As of today, processing teams are now permitted to pass Eligibility on Rest of World TRV applications in Tier 1 triage bins without manually assessing Eligibility (instructions attached). The "Officer of Record" for Rest of World Tier 1 applications, the DG of IN, has accepted responsibility for the positive Eligibility decisions on Tier 1 applications – removing this responsibility from the individual decision-makers finalizing these applications. Tier 1 applications must still receive full admissibility assessment.

Applications received since Nov. 26 may have been assigned to a Tier 1 triage bin. For full details on how Tier 1 applications are identified, on the Tier 1 triage bins, and on how to use the Tier 1 bins and other bins, please consult the triage User Manual (<https://ecdots2.ci.gc.ca/otcs/cs.exe/link/420237406>).

The Overseas TRV eApp Triage system performs a comprehensive scan of each application and client, groups like applications into “bins” to help organize and streamline processing, and generates notes (“case annotations”) on each application, which reduces click time in GCMS. Triage bins are available as GCMS ‘Assigned To’ IDs in GCMS and Chinook Mod1. Case annotations are available in Chinook Mod3+. Full details are in the User Manual.

If you have any questions, please do not hesitate to reach out to INOM.

Regards,
INOM

Nous avons le plaisir de vous informer qu'aujourd'hui c'est le jour du lancement de la phase 2 du triage des demandes VRT « Reste du monde ». Développé par le Centre de solutions en analytique avancée (CSA2), Réseau international, Réseau centralisé et l'Orientation du programme d'immigration, le triage « Reste du monde » permet de trier les demandes VRT provenant de tous les pays de l'extérieur du Canada autres que la phase 2 de ce triage comprend un modèle d'analytique avancée (AA) qui identifie les demandes les plus simples et moins risquées - connues comme « Niveau 1 » - pour lesquelles l'éligibilité peut être déterminée par le modèle sans examen supplémentaire par un agent.

A partir d'aujourd'hui, les agents sont autorisés à passer l'éligibilité des demandes VRT « Reste du monde » du « Niveau 1 » sans évaluation manuelle (veuillez voir les instructions ci-jointe ; traduction en attente). **l'admissibilité doit toujours être évaluée par un agent pour chaque demande incluant celles du « Niveau 1 »**. La DG du Réseau international a accepté la responsabilité des décisions positives d'éligibilité pour les demandes du « Niveau 1 » - retirant cette responsabilité aux décideurs individuels qui finalisent ces demandes. Les demandes du « Niveau 1 » doivent toujours faire l'objet d'une évaluation complète de leur admissibilité par les agents.

Le « Niveau 1 » pourrait inclure des demandes reçues depuis le 26 novembre. Le manuel de l'utilisateur de triage VRT (<https://eidos2.ci.gc.ca/ctcs/cs.exe/link/420237406>), qui sera bientôt disponible, fournira tous les détails sur la façon dont les demandes doivent être traitées avec le triage.

Le système de triage VRT « Reste du monde » effectue un examen complet de chaque demande et de chaque client, regroupe les demandes similaires dans des « bacs » pour aider à organiser et à faciliter le traitement, et génère des notes (« annotations de cas ») sur chaque demande qui réduisent le temps de clic dans SMGC. Les bacs de triage sont disponibles en tant qu'identifiants « assignés à » dans SMGC et Chinook Mod1. Les annotations sont disponibles dans Chinook Mod3+.

Si vous avez des questions, n'hésitez pas à communiquer avec INOM.

Merci,
INOM

To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cc.gc.ca>
Sent: Friday, January 21, 2022 10:50 AM

To:

@international.gc.ca>; Brisebois.Eve <Eve.Brisebois@cc.gc.ca>; @international.gc.ca>; @international.gc.ca>; @international.gc.ca>; @international.gc.ca>; Poirier.Florimont <Florimont.poirier@international.gc.ca>; Froberg.Alyssa <Alyssa.Froberg@international.gc.ca>; Cormie.Georgina <georgina.cormie@international.gc.ca>; Jones.Gregory <gregory.jones@international.gc.ca>; Gurvir.Khosa <Gurvirkhosa@international.gc.ca>; Hilchey.Edward <Edward.Hilchey@cc.gc.ca>; Inna r@international.gc.ca>; Yustin.Jason <jason.yustin@international.gc.ca>; Morin.Lacelle.Jean Simon <JeanSimon.MorinLacelle@cc.gc.ca>; Brousseau.Jessica <jessica.brousseau@international.gc.ca>; Jewett.Natalie <Natalie.Jewett@cc.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cc.gc.ca>; Vandenillaart.Julie <Julie.Vandenillaart@cc.gc.ca>; Brown.Kirin <kirin.brown@international.gc.ca>; La.Danny <danny.la@international.gc.ca>; Lavoie.Anne-Marie <Anne-Marie.Lavoie@international.gc.ca>; Lemay.Marie-Claire <Marie-Claire.Lemay@international.gc.ca>; Ribeiro.Luis <Luis.Ribeiro@cc.gc.ca>; Marcoux.Louis <Louis.Marcoux@cc.gc.ca>; Dufour.Marthe <marthe.dufour@international.gc.ca>; Doucet.Martin <martin.doucet@international.gc.ca>; Kuwono.Prospere <prospere.kuwono@international.gc.ca>; Raliton.Samuel-Crawford <Samuel-Crawford.Raliton@cc.gc.ca>; Gillis.Raymond <Raymond.Gillis@international.gc.ca>; Raymond.Christian <Christian.Raymond@cc.gc.ca>; Advani.Renu <renu.advani@international.gc.ca>; Lucia.Santo <santo.lucia@international.gc.ca>; Owen.Steve <steve.owen@international.gc.ca>; Tarek.Shiaty <Shiaty.Tarek@international.gc.ca>; Lee.Timothy <timothy.lee@international.gc.ca>; Landry.Tyler <Tyler.Landry@cc.gc.ca>; Valerie.Mascarenhas <Valerie.Mascarenhas@international.gc.ca>; DiRienzo.Vanessa <Vanessa.DiRienzo@cc.gc.ca>; Cantin.Marco <Marco.Cantin@cc.gc.ca>; Daponte.Andie <Andie.Daponte@cc.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cc.gc.ca>; Hickey.Donna <Donna.Hickey@cc.gc.ca>; JLOfficer / JLOfficier (IRCC) <IRCC.JLOfficer-JLOfficier.IRCC@cc.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cc.gc.ca>; Wong.Mark <Mark.Wong@cc.gc.ca>

Cc: IRCC.F Missions / Missions F.IRCC <IRCC.Missions-Missions.IRCC@cc.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cc.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cc.gc.ca>

Subject: Release - Chinook Module 1 version 2.4 / Mise en place- module 1 version 2.4 de Chinook



A new version of Module 1 Excel (version 2.4) is now available as of **January 21, 2022** in GcDocs. Please find below the relevant links for setup and support for your mission.

Update:

Major changes to the functionality of the Worksharing RC filter:

- MultiSelect:**

Added the ability to select multiple values from the Worksharing RC dropdown

- Worksharing RC default values:**

Previously, the default setting for the Worksharing RC filter was *Applications with NULL assignments or Applications assigned to USER*.

Now the default value includes *Applications with NULL assignments or Applications assigned to USER or Applications assigned to an A2SC triage bin (RC-Dx)*.

Set up Instructions:

You must download the most recent version **Module 1 Excel (version 2.4)** from the link below. A reminder that you can always verify the version number by hovering over cell B1.

- o **TR Chinook – Module 1 (version 2.4)** - [Chinook - FMS](#)
- o **PR Chinook – Module 1 (version 2.4)** - [Chinook - FMS](#)

Report Installation date:

Submit the installation date for your mission via email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca) by **January 28**.

Additional Updates :

While the "Approved DLI" list continues to be published and is available to the public, the onus is now on the client to verify that they are permitted to travel to Canada (*approved - a DLI with a COVID-19 readiness plan approved by the province or territory where the school is located*). As such, the presence or lack of an approved DLI is not a reason to prioritize, delay, or refuse the issuance of a permit or visa. Therefore, IN Chinook is recommending that Module 1 activities containing the below

Pre-existing activities, such as '...', among others, will catch applications that were previously diverted to the above affected activities.

Set up Instructions: performed by an Administrator

Refer to Pages 16-17 in the Chinook User Guide, located here:

Chinook User Guide - M1 October 2020.pdf
<https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/381916738>

For / this only needs to be renamed. This can be done in the by selecting the : and clicking on the

Please forward this message to anyone in your region who is using Module 1.

Support:

If you require additional support, please send an email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca).

Thank you in advance for your collaboration,

Andie DaPonte
 Director - INOM
 International Network

Une nouvelle version de module 1 Excel (version 2.4) est maintenant disponible dans GcDocs à partir du **21 janvier, 2022**. Veuillez trouver ci-dessous les liens pertinents pour l'installation et le soutien pour votre mission.

Mise à jour :

Changements majeurs à la fonctionnalité du filtre <<Worksharing RC>> :

- Multi-Sélection :**

Ajout de la capacité de sélectionner plusieurs valeurs dans le menu déroulant <<Worksharing RC>>

- Valeurs par défaut <<Worksharing RC>> :**

Auparavant, la valeur par défaut pour le filtre <<Worksharing RC>> était *les Demandes ont des assignations nulles ou Demandes assignées à UTILISATEUR*.

Désormais, la valeur par défaut contient *les Demandes ont des assignations nulles ou les Demandes assignées à UTILISATEUR ou les Demandes assignées à un bac de triage A2SC (RC-Dx)*.

Instructions d'installation :

Vous devez télécharger la version la plus récente de **module 1 excel (version 2.4)** à partir du lien ci-dessous. Un rappel que vous pouvez toujours vérifier le numéro de version en survolant la cellule B1.

- o **RT Chinook – Module 1 (version 2.4)** - [Chinook - FMS](#)
- o **RP Chinook – Module 1 (version 2.4)** - [Chinook - FMS](#)

Signaler la date d'installation :

Soumettre la date d'installation de votre mission par e-mail à la boîte Chinook RI (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca) l'avant le **28 janvier**.

Mises à jour additionnelles

La liste « EED approuvé » continue d'être publiée et demeure accessible au public; toutefois, il incombe maintenant au client de vérifier s'il est autorisé à voyager au Canada (*approuvé – EED disposant d'un plan de préparation à la COVID-19 approuvé par la province ou le territoire où il est situé*). Par conséquent, la présence ou l'absence d'un EED approuvé ne constitue pas une raison de prioriser, de retarder ou de refuser la délivrance d'un permis ou d'un visa.

RI Chinook recommande donc que les activités du module 1 contenant les critères ci-après soient modifiées ou désactivées.

Les activités préexistantes, comme « ... », entre autres, captureront les demandes qui étaient auparavant acheminées aux activités affectées ci-dessus.

Instructions d'installation : effectuées par un administrateur

Consultez les pages 16-17 du manuel de l'utilisateur de Chinook, situé ici :

Chinook – Manuel de l'utilisateur – M1 octobre 2020.pdf
<https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/381916738>

Pour de changer le nom. Pour ce faire, il faut aller à l'onglet <...> sélectionner il suffit et cliquer sur le bouton

Veuillez distribuer ce message à toute personne de votre région qui utilise le module 1.

Soutien :

Si vous avez besoin de soutien supplémentaire, veuillez contacter la boîte Chinook RI (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca).

Merci d'avance pour votre collaboration,

Andie DaPonte
 Directeur - OMRI
 Réseau international

Archived: December 6, 2022 1:15:51 PM
From: [Ghani.Fateema](#)
Mail received time: Thu, 3 Nov 2022 08:11:43
Sent: Thu, 3 Nov 2022 12:11:38
To: [Ghani.Fateema](#)
Cc: [Daponte.Andie](#); [Thomlison.Colin](#); [IN INOM / OMRI RI \(IRCC\)](#); [Owen.Steve](#); [Manhas.Davinder](#)
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model-A few more questions
Sensitivity: Normal

Hi Fateema,

I am happy to report that Tier 1 Processing, centralized in the ME RAO network has begun! That said, we are still catching up with the inventory, and were not able to process all of the files last month. We will however be up-to-date by the end of November as we can now pull the apps from Chinook Mod 1 and are more familiar with the caseload.

Would you have any stats to share on the new weekly intake levels (i.e. including the new bins) for the ME? It will help us assess our resource allocation for processing.

Kind Regards,
(she | elle)

Senior Advisor to the Area Director, Middle East | Conseillère principale au directeur de zone, Moyen-Orient
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Embassy of Canada to Türkiye | Ambassade du Canada à Türkiye
Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Türkiye
[@international.gc.ca](#)

From: Ghani.Fateema <Fateema.Ghani@cic.gc.ca>
Sent: November 2, 2022 8:48 PM
To: [@international.gc.ca](#); [@international.gc.ca](#)
Cc: [Daponte.Andie](#) <Andie.Daponte@cic.gc.ca>; [Thomlison.Colin](#) <Colin.Thomlison@cic.gc.ca>; [IN INOM / OMRI RI \(IRCC\)](#) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; [Owen.Steve](#) <Steve.Owen@cic.gc.ca>; [Manhas.Davinder](#) <Davinder.Manhas@cic.gc.ca>
Subject: FW: Seeking updates (Oct 12): TRV Rest of World eligibility model-A few more questions

Hi

We're reaching out to request an update on ME's implementation of regionally centralized Tier 1 processing. Could you please advise if the Chinook questions have been sorted, and where Tier 1 applications are being processed? We note that you mentioned RAOs as a potential area; has that been implemented?

If you have any questions, please let us know – happy to support in rolling out.

Thank you,

Fateema Ghani
(she, her | elle, la)

a/Assistant Director | Directrice adjointe p.i.
International Network | Réseau international
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada
Fateema.Ghani@cic.gc.ca - (343) 574-7205

From: [Manhas.Davinder](#) <Davinder.Manhas@cic.gc.ca>
Sent: Friday, October 14, 2022 8:14 AM
To: [@international.gc.ca](#); [Daponte.Andie](#) <Andie.Daponte@cic.gc.ca>; [Thomlison.Colin](#) <Colin.Thomlison@cic.gc.ca>; [Ghani.Fateema](#) <Fateema.Ghani@cic.gc.ca>; [Owen.Steve](#) <Steve.Owen@cic.gc.ca>
Cc: [IN INOM / OMRI RI \(IRCC\)](#) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; [@international.gc.ca](#); [@international.gc.ca](#)
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model-A few more questions

Hi ME colleagues,

Right now, we will not be aligned with FIFO although the goal is to return to that. At this time, the priority is to finalize as many as possible, clear out the inventory especially Tier 1 which are light touch.

Understood on the processing times and senior management is fully briefed/aware of impacts. Further, if any questions, RIC can explain processing times so please do not exert much effort to off-set, just FD as much as possible, all Tier 1 (pre and post 7Sept) and draw down the inventory.

Happy to discuss if needed at call or next deep dive.

Thanks,

Davinder

Davinder Manhas

Senior Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Davinder.Manhas@cic.gc.ca / Tel: 613-437-9534

Directrice Principale, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Davinder.Manhas@cic.gc.ca / Tél.: 613-437-9534

From: [@international.gc.ca](#)
Sent: October 14, 2022 6:04 AM
To: [Daponte.Andie](#) <Andie.Daponte@cic.gc.ca>; [Thomlison.Colin](#) <Colin.Thomlison@cic.gc.ca>; [Ghani.Fateema](#) <Fateema.Ghani@cic.gc.ca>; [Owen.Steve](#) <Steve.Owen@cic.gc.ca>; [Manhas.Davinder](#) <Davinder.Manhas@cic.gc.ca>
Cc: [IN INOM / OMRI RI \(IRCC\)](#) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; [@international.gc.ca](#); [@international.gc.ca](#)
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model-A few more questions

Hi Andie,

Thank you for providing the guidance on these old files. In light of this, and I think has been brought up by a few Regions, we do anticipate processing times to be impacted by prioritizing the older caseload. We will do our best to offset this, but wanted to advise RIC a head of time, in case a spike is noted (especially for a smaller office like RYADH).

Kind Regards,
(she | elle)

Senior Advisor to the Area Director, Middle East | Conseillère principale au directeur de zone, Moyen-Orient
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Embassy of Canada to Türkiye | Ambassade du Canada à Türkiye
Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Türkiye
[@international.gc.ca](#)

From: [Daponte.Andie](#) <Andie.Daponte@cic.gc.ca>
Sent: October 12, 2022 3:00 PM
To: [@international.gc.ca](#); [Thomlison.Colin](#) <Colin.Thomlison@cic.gc.ca>; [Ghani.Fateema](#) <Fateema.Ghani@cic.gc.ca>; [Owen.Steve](#) <Steve.Owen@cic.gc.ca>; [Manhas.Davinder](#) <Davinder.Manhas@cic.gc.ca>
Cc: [IN INOM / OMRI RI \(IRCC\)](#) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; [@international.gc.ca](#)
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model-A few more questions

Good Morning and Ankara Crew,

In regards to the first paragraph, we were asked by RIC to include the pre-Sept 7 apps in the T1 bulk passing as our understanding was that while pre-Sept 7 in general were lower priority, the T1s from that cohort could be processed. This is the same message we have delivered to other regions.

s.15(1)(ii)
s.16(2)(c)
s.17

Steve/Davinder, over to you for the second paragraph and in case you have anything further to add re pre-Sept 7 applications.

Andie Daponte
Director, International Network / Directeur, Réseau international
Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Andie.Daponte@cic.gc.ca / Tel: 343-552-5458
Teleworking / télétravail – M-F 9-V 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself
Votre santé mentale et votre bien-être sont importants – Prenez soin de vous

From: I @international.gc.ca>
Sent: Wednesday, October 12, 2022 2:57 AM
To: Thomlison.Colin <Colin.Thomlison@cic.gc.ca>; Ghani.Fateema <Fateema.Ghani@cic.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; @international.gc.ca>; I @international.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model-A few more questions

Hi Colin,

Many thanks for these #s. I did a pull yesterday and got almost identical #s, so happy to see that the files are easy to find in GCMS while we sort out the rule sets.

I noticed that 25 of RIYADH's files are not included in your assessments of processing times? As such, can the office blank the Tier 1 RC codes, so they are

Similarly, as Tier 1 AA ROW was only rolled out a couple of weeks ago for the ME, what is the processing expectation of files that pre-date that roll-out? Do Tier 1 files take precedent over other files? Are we expected to process from FIFO as this will have a huge impact on public-facing processing times, which in turns creates a lot of additional work for missions (i.e. responding to concerns from host countries/bilateral irritants, MPs, etc). In the context of the work we are doing with the Afghan movement in the ME, these irritants could (if not managed) have far-reaching ramifications. Could we instead manage the older files in a way that will not skew the processing times?

Kind Regards,
(she | elle)
Senior Advisor to the Area Director, Middle East | Conseillère principale au directeur de zone, Moyen-Orient
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Embassy of Canada to Türkiye | Ambassade du Canada à Türkiye
Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Türkiye
I @international.gc.ca

From: Thomlison.Colin <Colin.Thomlison@cic.gc.ca>
Sent: October 11, 2022 11:24 PM
To: Ghani.Fateema <Fateema.Ghani@cic.gc.ca>; @international.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; @international.gc.ca>; E ANKRA -IM [He,Him | Il] @international.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model

Hello

Please see attached. There appear to be 993 tier 1 applications with eligibility passed pending final decision. Please note, did not have any tier 1 applications that meet this criteria.

	Count of App
Row Labels	#
Abu Dhabi	
Amman	
Ankara	
Beirut	
Cairo	
Riyadh	
Grand Total	

Have a great day.

Colin

From: Ghani.Fateema <Fateema.Ghani@cic.gc.ca>
Sent: October 11, 2022 2:02 PM
To: @international.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; @international.gc.ca>; i@international.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Thomlison.Colin <Colin.Thomlison@cic.gc.ca>
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model

Hi ,

Appreciate the information you've shared below. We can confirm that LAC does use Chinook in the way we had described during our presentation (in fact, it was with their assistance that we developed this process). Essentially the use Mod1 to select all primary offices in the region and pick up apps within the tier 1 bins, and process them at once. If there are applications with admissibility concerns, they send over to the mission instead of finalizing. If you have any questions about how they've implemented, the contacts are and I That said, if you have specific questions about the use of Chinook with the AA model we're happy to chat as well. We understand that ME has been using different Mod1 rulesets across the region, but the current global Mod1 should allow you to identify Tier 1 applications in a fairly straightforward manner.

I'm copying Colin herein who can provide a breakdown of Tier 1 apps by primary office (with eligibility passed but no FD yet).

Thank you,

Fateema Ghani
a/Assistant Director (she/her), International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Fateema.Ghani@cic.gc.ca / 343-574-7205 (teleworking)
Directrice adjointe p.i. (elle), Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Fateema.Ghani@cic.gc.ca / 343-574-7205 (télétravail)

I acknowledge that my place of work is within the traditional and unceded territory of the Algonquin Anishinabeg Nation. Je reconnais que mon lieu de travail est situé sur le territoire traditionnel et non cédé de la nation algonquaine Anishinabeg.

From: I @international.gc.ca>
Sent: Tuesday, October 11, 2022 6:30 AM
To: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Cc: Ghani.Fateema <Fateema.Ghani@cic.gc.ca>; @international.gc.ca>; @international.gc.ca>
Subject: RE: Seeking updates (Oct 12): TRV Rest of World eligibility model

Hi Colin,

Our Region is still working on centralizing the applications as after consultation with other Regions and your colleagues in INOM, we have realized that there are additional centralizing complexities while using Chinook (i.e. every office has different rule set for Mod 1). So for now, they are being processed by a point person in each office's TRU. Do you know if LAC uses Chinook, and how they centralized the applications? We spoke to LDN, but they have a different set-up to the ME, so the way they were able to centralize would not work for us.

Once we do figure out the Chinook issues, we plan to centralize the processing within the RAOs-with a rotating responsibility each quarter (we have 4 RAOs, so it works nicely). This way, we can have officers experienced in risk (that are often responsible for multiple missions anyway) reviewing the files for admissibility concerns. Recognizing ofcourse that these files are low risk, we still think it makes sense to have a more senior officer review them in a quick, but informed manner.

Both myself and [redacted] (CCed) are the main contacts for AA ROW in the ME. I am assisting with coordination of the centralization and I [redacted] s both the Chinook expert, as well as the first RAO in the rotation that will process the files. Passing eligibility on Tuesday works for us.

Could you send me an updated #s of Tier 1 files for each office? ME missions are concerned about the processing standard email that went out late last week-especially as centralization has not yet happened, so I need to quantify the amount of work this represents for each office, so they can apportion FTEs to cover it in the interim.

Kind Regards,
(she | elle)
Senior Advisor to the Area Director, Middle East | Conseillère principale au directeur de zone, Moyen-Orient
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Embassy of Canada to Türkiye | Ambassade du Canada à Türkiye
Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Türkiye
[redacted]@international.gc.ca

From: IN INOM / OMRI RI (IRCC) <[redacted]@irc.gc.ca>
Sent: October 7, 2022 8:57 PM
To: [redacted]@international.gc.ca
Cc: IN INOM / OMRI RI (IRCC) <[redacted]@irc.gc.ca>
Subject: Seeking updates (Oct 12): TRV Rest of World eligibility model

Hi [redacted]

We are reaching out to you to request an update on the TRV Rest of World AA model. Could you please provide the information below, and share back over with IN INOM by **COB (Eastern) on Wednesday, October 12?**

- Have you rolled out the Rest of World AA model in your region?
- At which office have you centralized the processing of Tier 1 applications?
- Who are the main contacts for Tier 1 processing in your region, so we can ensure they are kept up to date?
- Currently, we are bulk passing eligibility on Tuesdays based on initial feedback. Does this day work for your region, or would a different day work better?

On an unrelated note, I just wanted to let you know that we are getting the [redacted]

Thank you and have a great weekend,

Colin Thomlison
INOM, International Network
Immigration, Refugees and Citizenship Canada / Gouvernement du Canada
[redacted]@irc.gc.ca / Teleworking from 09:00 AM to 05:00 PM (MST)

OMRI, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
[redacted]@irc.gc.ca / En télétravail de 09:00 à 17:00 (HNR)

Archived: December 6, 2022 1:16:27 PM
From: @international.gc.ca
Mail received time: Wed, 20 Jul 2022 11:06:15
Sent: Wed, 20 Jul 2022 15:06:10
To: Ghani.Fateema
Cc: Daponte.Andie, Thomlison.Colin, Braich.Dilpreet, @international.gc.ca, @international.gc.ca, Wong.Julia.K
Subject: RE: Tier 1
Sensitivity: Normal

s.16(2)(c)

s.17

s.19(1)

Thanks Keri,

We use the filter because we were told not to touch pre-sept files.

Lauren, if you are ok with this, ASU can start bulk finalizing these pre-sept Tier 1 for LAC.

From: @cic.gc.ca
Sent: July 20, 2022 10:01 AM
To: MXICOA -IM <@international.gc.ca>; Ghani.Fateema <Fateema.Ghani@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; Thomlison.Colin <Colin.Thomlison@cic.gc.ca>; Braich.Dilpreet <Dilpreet.Braich@cic.gc.ca>; MXICOA -IM <@international.gc.ca>; -MXICOA -IM <@international.gc.ca>; Wong.Julia.K <Luliak.Wong@cic.gc.ca>
Subject: RE: Tier 1

Hi

It may be a point lost in the shuffle, but we included pre-Sept 7 cases in this bulk eligibility pass process so you shouldn't use that filter. You can go ahead and include them in the Tier 1 finalization process.

Thanks,

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
@cic.gc.ca / Tel: 343-553-5841

Directrice, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
@cic.gc.ca / Tel.: 343-553-5841

From: @international.gc.ca <@international.gc.ca>
Sent: Wednesday, July 20, 2022 10:48 AM
To: Ghani.Fateema <Fateema.Ghani@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; @cic.gc.ca; Thomlison.Colin <Colin.Thomlison@cic.gc.ca>; Braich.Dilpreet <Dilpreet.Braich@cic.gc.ca>; @international.gc.ca; @international.gc.ca
Subject: RE: Tier 1

Hello,

Just a little info since I just read the IN Chinook message about the data.

Mexico updated Mod 1 this morning with data from July 19th. We will update with the new July 20th data and see if these problems we reported here have resolved.

Thank you!

From: -MXICOA -IM
Sent: July 20, 2022 9:42 AM
To: 'Ghani.Fateema' <Fateema.Ghani@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; @cic.gc.ca; Thomlison.Colin <Colin.Thomlison@cic.gc.ca>; Braich.Dilpreet <Dilpreet.Braich@cic.gc.ca>; MXICOA -IM <@international.gc.ca>;
Subject: RE: Tier 1

Hello Fateema,

Alyssa has finished her posting in Mexico, but I can give you some information.

1. **Mod 1 data:**
We updated Mod 1 today , but there still seem to be some issues with the data. I know IN Chinook has not sent out any messaging yet, but we wanted to try it out.

The actions taken on files last week are not reflected in Mod 1.

Here are some examples:

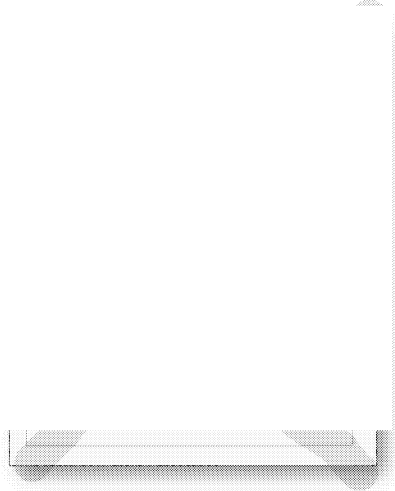
The following files were pulled from the, this morning, but last week they were reviewed and their eligibility was flipped to "Review Required". They should therefore now be in the

And we pulled 593 Tier 1 files from the this morning but upon review, 168 of those were finalized since 2 weeks ago. Some examples below:



2. **Pulling Tier 1s with "Eligibility passed"**
This is what we did today to get the list of files Andie passed Eligibility on:

- We use the ' in Mod 1, and select (We only process these Tier 1 for LAC)



- We Use the filter to only get post Sept 7th TRVs:



- We pull from the

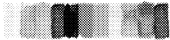


That is basically all we have to do to get the files ☺

I hope this helps!

Let me know if you have any other questions!

Designated Migration Officer | Agent de migration désigné
Embassy of Canada in Mexico | Ambassade du Canada Mexico



Email/Courriel: @international.gc.ca

From: Ghani.Fateema <Fateema.Ghani@cic.gc.ca>
Sent: July 19, 2022 2:24 PM
To: Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>
Cc: Daponte, Andie <Andie.Daponte@cic.gc.ca>; @cic.gc.ca; Thomlison, Colin <Colin.Thomlison@cic.gc.ca>; Braich, Dilpreet <Dilpreet.Braich@cic.gc.ca>; MXICOA -IM <@international.gc.ca>
Subject: RE: Tier 1

Hi Alyssa,

A couple of updates for you.

First is that Mod1 data may be workable now – we’re just in the process of confirming with EDW folks, and will send out a message once that’s ironed out.

Second is – we’re putting together some messaging for the field on how this ‘new’ process will work for TRV Tier 1 apps. Could LAC please test out pulling applications in Mod1 with eligibility passed (the ones Andie mentioned last week), and let us know if there are any specific steps you have to take to generate the full list (filtering bin IDs, any other specific criteria you select or have to filter)? We’d like to include that in the message we send out.

For your reference, the message is attached and here in GCDocs: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/463827346>

Happy to chat if you have any questions at all.

Cheers,

Fateema Ghani

a/Assistant Director (she/her), International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Fateema.Ghani@cic.gc.ca / 343-574-7205 (teleworking)

Directrice adjointe p.i. (elle), Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Fateema.Ghani@cic.gc.ca / 343-574-7205 (télétravail)

I acknowledge that my place of work is within the traditional and unceded territory of the Algonquin Anishinabeg Nation. Je reconnais que mon lieu de travail est situé sur le territoire traditionnel et non cédé de la nation algonquine Anishinabeg.

From: Frohberg, Alyssa <Alyssa.Frohberg@international.gc.ca>
Sent: July 15, 2022 9:11 AM
To: Daponte, Andie <Andie.Daponte@cic.gc.ca>; @international.gc.ca; @cic.gc.ca; @international.gc.ca
Cc: Ghani, Fateema <Fateema.Ghani@cic.gc.ca>
Subject: RE: Tier 1

We aren't touching the pre-Sept 7, but cool.

Alyssa Frohberg

Email \ Courriel: alyssa.frohberg@international.gc.ca
Whatsapp : +52 55 4363 1907

From: Daponte, Andie <Andie.Daponte@cic.gc.ca>
Sent: July 15, 2022 7:24 AM
To: Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>; -MXICOA -IM <@international.gc.ca>; @cic.gc.ca; -MXICOA -IM <@international.gc.ca>
Cc: Ghani, Fateema <Fateema.Ghani@cic.gc.ca>
Subject: RE: Tier 1

Great – well not about EDW, we are also struggling because of that, but great about the rest. I have pushed through a little over 1100 apps from Mexico and PSPAN so far, working on the rest today. Note that Keri and I did discuss and we had authorization to push through pre-Sept cases as well, so some with elig passed will be from that group as well.

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: 343-552-5458 *Teleworking*
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tel.: 343-552-5458 *Télétravail*
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Frohberg, Alyssa <Alyssa.Frohberg@international.gc.ca>
Sent: Thursday, July 14, 2022 3:40 PM
To: Daponte, Andie <Andie.Daponte@cic.gc.ca>; @international.gc.ca; @cic.gc.ca; @international.gc.ca
Cc: Ghani, Fateema <Fateema.Ghani@cic.gc.ca>
Subject: RE: Tier 1

Super – we won't be able to see in our data until they fix the EDW issues – still missing all data between July 6-12 I think, so working with July 5 downloads.

Alyssa Frohberg

Email \ Courriel: alyssa.frohberg@international.gc.ca
Whatsapp : +52 55 4363 1907

From: Daponte, Andie <Andie.Daponte@cic.gc.ca>
Sent: July 14, 2022 2:39 PM
To: Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>; -MXICOA -IM <@international.gc.ca>; @cic.gc.ca; MXICOA -IM <@international.gc.ca>
Cc: Ghani, Fateema <Fateema.Ghani@cic.gc.ca>
Subject: RE: Tier 1

Thanks Alyssa, I will run through all of the LAC apps between today and tomorrow. First couple of small batches are now complete with no errors.

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: 343-552-5458 *Teleworking*
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

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Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tel.: 343-552-5458 *Télétravail*
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Frohberg, Alyssa <Alyssa.Frohberg@international.gc.ca>
Sent: Thursday, July 14, 2022 2:55 PM
To: Daponte, Andie <Andie.Daponte@cic.gc.ca>; @international.gc.ca; @cic.gc.ca; @international.gc.ca
Subject: RE: Tier 1

Go ahead – we process them all in ASU.

Alyssa Frohberg

Email \ Courriel: alyssa.frohberg@international.gc.ca
Whatsapp : +52 55 4363 1907

From: Daponte, Andie <Andie.Daponte@cic.gc.ca>
Sent: July 14, 2022 8:25 AM
To: MXICOA -IM <@international.gc.ca>; Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>; @cic.gc.ca; -MXICOA -IM <@international.gc.ca>
Subject: RE: Tier 1

Great, thanks!

When GCMS returns later today I will attempt to run through a larger batch of 50-100 before proceeding with all LAC files.

This would include approximately 3000 files from the following offices: Bogota, BA, Kingston, Lima, Mexico, Port of Spain, Sao Paolo (those are the offices which currently have files available in your region). If any offices should be removed, please let me know.

Thanks,

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: 343-552-5458 *Teleworking*
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tel.: 343-552-5458 *Télétravail*
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: @international.gc.ca <@international.gc.ca>
Sent: Thursday, July 14, 2022 9:10 AM
To: Frohberg, Alyssa <Alyssa.Frohberg@international.gc.ca>; Daponte, Andie <Andie.Daponte@cic.gc.ca>; @cic.gc.ca; @international.gc.ca

Subject: RE: Tier 1

This should not be a problem. We would just know to pull from the [redacted] in Mod 1.

s.17

From: Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>
Sent: July 13, 2022 4:46 PM
To: 'Daponte,Andie' <Andie.Daponte@ic.gc.ca>; [redacted] <[redacted]@ic.gc.ca>; [redacted] <[redacted]@international.gc.ca>; [redacted] <[redacted]@international.gc.ca>; [redacted] <[redacted]@international.gc.ca>
Subject: RE: Tier 1

Looping in Michelle because I'm not sure if it will mess up our pulls.

af

Alyssa Frohberg

Email % Courriel alyssa.frohberg@international.gc.ca
Whatsapp : +62 65 4363 1907

From: Daponte,Andie <Andie.Daponte@ic.gc.ca>
Sent: July 13, 2022 3:07 PM
To: I [redacted] <[redacted]@ic.gc.ca>; [redacted] <[redacted]@international.gc.ca>; Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>
Subject: RE: Tier 1

For additional info, i would try to bulk pass eligibility on approx. 50 Tier 1 files. i would only change the status, without having to close groups...etc, but no note or additional changes would be made on the file. I would share the list of apps once complete for you to quickly review and ensure no issues.

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@ic.gc.ca / Tel.: 343-552-5458 Télétravail
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@ic.gc.ca / Tél.: 343-552-5458 Télétravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: [redacted] <[redacted]@ic.gc.ca>
Sent: Wednesday, July 13, 2022 3:01 PM
To: [redacted] <[redacted]@international.gc.ca>; Frohberg,Alyssa <Alyssa.Frohberg@international.gc.ca>
Cc: Daponte,Andie <Andie.Daponte@ic.gc.ca>
Subject: Tier 1
Importance: High

Hi,
If we did some testing of passing eligibility on Tier 1 TRV cases in your area this afternoon, would that mess things up for you? It would be a small volume for today?
Thanks,

Archived: December 6, 2022 1:16:38 PM
From: IN INOM / OMRI RI (IRCC)
Mail received time: Fri, 5 Aug 2022 14:07:56
Sent: Fri, 5 Aug 2022 14:07:55
To: IRCC.F IN Area Directors / Directeurs de Zone RI F.IRCC; IRCC.F IN AD Advisors / Conseillers DZ RI F.IRCC; CIC-IR-IPMs-List
Cc: IN INOM / OMRI RI (IRCC)
Subject: RE: Use of the 'Rest of World' AA Eligibility Model | Utilisation du modèle de recevabilité visant le reste du monde axé sur l'analytique avancée
Sensitivity: Normal

Hi all,

Please find below the corrected URL for the Bug & Suggestion log:
<https://gcdocs2.ci.gc.ca/otcs/rs.exe/link/421184833>

Thank you,
INOM

From: Chartre, Melanie <Melanie.Chartre@cic.gc.ca> **On Behalf Of** Gill, Pemi
Sent: August 3, 2022 1:56 PM
To: IRCC.F IN Area Directors / Directeurs de Zone RI F.IRCC <IRCC.INAreaDirectors-DirecteursdeZoneRI.IRCC@cic.gc.ca>; IRCC.F IN AD Advisors / Conseillers DZ RI F.IRCC <IRCC.INADAdvisors-ConseillersDZRI.IRCC@cic.gc.ca>; CIC-IR-IPMs-List <D-CIC-IPMs@international.gc.ca>
Cc: IN DGO Mailbox / Boîte BDG RI (IRCC) <IRCC.INDGOMailbox-BoiteBDGRI.IRCC@cic.gc.ca>
Subject: Use of the 'Rest of World' AA Eligibility Model | Utilisation du modèle de recevabilité visant le reste du monde axé sur l'analytique avancée

Une version française suivra

Good day,

In January 2022, IRCC launched the TRV 'Rest of World' Advanced Analytics Eligibility model (ROW Model). We are reaching out now to share additional information and instruction on the ROW Model.

What is the ROW Model?

Developed by A2SC, IN, CN, and IPG, the ROW Model is an Advanced Analytics (AA) process that triages TRV eApps from all countries other than [redacted] which have their own Models. This AA model identifies the lowest complexity applications, termed "Tier 1" applications, for which eligibility can be determined by the model without further review by decision-makers.

The ROW Model, like all AA eligibility models, operates based on specified rules. Applications that are not in Tier 1 are still grouped into "bins", which are visible as "Assigned To" IDs in GCMS. They are also available in Chinook Module 1, allowing further filtering of workload.

The list of bins and their details are listed in [the User Manual](#).

Officer of record and accountability

AA eligibility models operate under an 'Officer of Record' structure. This means that accountability for the specified decisions rest with the Officer of Record, rather than with the individual who may be administratively passing the decision in GCMS. For the ROW Model, **the Director General of the International Network has accepted responsibility for the positive eligibility decisions on Tier 1 applications using their delegated authority. The administrative act of entering the eligibility decision does not mean that the accountability for the decision rests with the individual entering it.** This means that Tier 1 eligibility decisions can (and should) be passed in bulk without reviewing additional details, reviewed for admissibility by the officer, and then finalized.

In addition to this, AA models undergo other reviews during their development, including reviewing for bias and potential adverse impacts on clients. The ROW Model has undergone these checks and balances. Enhancements to the ROW Model will continue to be sought, and the model will further benefit from feedback and bugs reports. These are dependent on increased use of the model, including, but not limited to the bulk passing of Tier 1s as outlined above.

Best practices and key concerns

In Spring 2022, IN released a survey regarding usage of the ROW Model. We recognize that there are questions about the model itself and its use. To support this, INOM is intending to launch training and information sessions in the upcoming months. **If you would like a focused session for your area specifically, please let INOM know.** Otherwise, your Global Innovators Squad representatives will be receiving invitations for these sessions throughout and beyond the summer.

One key concern was that there is limited use of the model in offices with lower volumes of TRV applications. IN is reviewing the possibility of centralizing the administrative work of entering eligibility decisions on the global Tier 1 caseload. While admissibility review will continue to be processed by missions, we recommend assessing Tier 1 admissibility at the region level, and referring to missions only when required. This allows lower-volume offices to still benefit from having fewer applications to review, and the centralized reviewing office to gain efficiencies of scale through processing in bulk.

Use of the ROW Model

Tier 1 applications should be processed as follows going forward, in accordance with [the Officer Instructions](#). As a reminder, [the User Manual](#) is available for procedures. **Tier 1 applications can be finalized out of FIFO;** applications can be identified in Chinook Module 1 by filtering the "assigned to" field to the appropriate Tier 1 IDs listed below.

- Tier 1 applications will have eligibility passed centrally, with the delegation of the Officer of Record. Admissibility and final decisions will be completed by missions.
 - This applies to Tier 1 bins
 - Applications in bins [redacted] may be reviewed for eligibility and admissibility by missions, in Chinook and with a lighter touch.
- We recommend a centralized team (such as the Area Director's Office) review admissibility and finalize these applications, and only refer to missions when admissibility is more complex.
 - Admissibility should be reviewed in Chinook Module 3.
 - In general, eligibility decisions should not be revisited when reviewing admissibility.
- Any feedback, especially where local area knowledge might change the output of the model, should be provided through the [Bug & Suggestion Log](#). Feedback is an integral part of improving the AA models, and this feedback mechanism offers offices a direct way to enhance model accuracy and effectiveness.

The Latin America and Caribbean region has used this approach with the ROW Model, and has noted that Tier 1 applications take approximately 52 seconds on average to process an application (including Chinook upload time). As you will note, this is a significant time saving.

To identify applications with eligibility decisions rendered through the ROW Eligibility Model:

- Launch Chinook Module 1. Select the appropriate data files for your office.
- Click ' [redacted] ' [redacted] These are the Tier 1 bin IDs where eligibility will have been passed.
- Select the [redacted] TRV caseload. This will generate the list of applications ready for admissibility review.

Future work

As we continue seeing increasing volumes of applications in our offices, we will continue turning to tools such as AA to enhance the way we work. We invite you to provide feedback and ask any questions you might have on this model, as well as others, so we can move forward in implementing these innovative practices and using IN staff expertise more strategically.

Please do not hesitate to reach out with any questions, feedback, or requests for information sessions. IN INOM is available for any questions regarding the ROW Model and the technical aspect, while IN SPD is available for any specific processing and priority questions.

Bonjour,

En janvier 2022, Immigration, Réfugiés et Citoyenneté Canada (IRCC) a lancé le modèle de recevabilité visant le reste du monde axé sur l'analytique avancée pour les demandes de visa de résident temporaire (VRT) [modèle visant le reste du monde]. Nous vous écrivons pour vous communiquer d'autres renseignements et instructions concernant ce modèle.

Qu'est-ce que le modèle visant le reste du monde?

Élaboré par le Centre des solutions d'analytique avancée (CSA2), le Réseau international (RI), le Réseau centralisé (RC) et la Direction générale de l'orientation du programme d'immigration (DGOPI), le modèle visant le reste du monde est un processus d'analytique avancée (AA) qui permet de trier les demandes de VRT électroniques provenant de tous les pays autres que [redacted] qui ont leur propre modèle. Ce modèle d'AA cible les demandes les moins complexes, qualifiées de demandes de « niveau 1 », dont la recevabilité peut être établie par le modèle sans examen approfondi par les décideurs.

Comme tous les modèles de recevabilité axés sur l'AA, le modèle visant le reste du monde est fondé sur des règles précises. Les demandes qui ne sont pas de niveau 1 sont toujours regroupées dans des « bacs », et l'information relative à ce regroupement est fournie dans le Système mondial de gestion des cas (SMGC) par les numéros d'identification inscrits dans le champ « Assigné à ». Ces numéros se trouvent également dans le module 1 de Chinook, ce qui permet un filtrage supplémentaire de la charge de travail.

La liste des bacs et les détails sur ceux-ci se trouvent dans le [Guide de l'utilisateur](#).

Agent responsable du dossier et responsabilité

Les modèles de recevabilité axés sur l'AA sont fondés sur une structure d'« agent responsable du dossier ». Cela signifie que la responsabilité à l'égard d'une décision donnée revient à l'agent responsable du dossier plutôt qu'à la personne qui approuve de façon administrative la décision dans le SMGC. En ce qui concerne le modèle visant le reste du monde, **la directrice générale du RI a accepté la responsabilité des décisions favorables en matière de recevabilité pour les demandes de niveau 1 au moyen de son pouvoir délégué. L'acte administratif par lequel une personne saisit une décision en matière de recevabilité ne signifie pas que cette personne est responsable de la décision.** Cela signifie que les décisions en matière de recevabilité concernant des demandes de niveau 1 peuvent (et doivent) être adoptées en bloc sans examen des détails supplémentaires, puis que les demandes sont examinées aux fins de l'admissibilité par un agent et ensuite réglées.

Par ailleurs, les modèles d'AA subissent d'autres examens au cours de leur élaboration, notamment un examen visant à détecter tout préjugé ainsi que toute répercussion négative possible sur les clients. Le modèle visant le reste du monde a fait l'objet de ces vérifications et contre-vérifications. Nous continuerons de chercher à améliorer le modèle visant le reste du monde, et les commentaires ainsi que les rapports sur les bogues seront également utiles pour celui-ci. Ces éléments dépendent de l'augmentation de l'utilisation du modèle, notamment l'approbation en bloc de demandes de niveau 1, comme il est décrit plus haut.

Pratiques exemplaires et principales préoccupations

Au printemps 2022, le RI a lancé un sondage concernant l'utilisation du modèle visant le reste du monde. Nous sommes conscients qu'il y a des questions au sujet du modèle lui-même et de son utilisation. Dans le but de soutenir cela, l'équipe de

l'Optimisation et de la modernisation du Réseau international (OMRI) prévoit de lancer des séances de formation et d'information au cours des prochains mois. **Si vous souhaitez qu'une séance ciblée expressément pour votre zone soit organisée, veuillez en informer l'équipe de l'OMRI.** Si ce n'est pas le cas, les représentants de votre Escouade des innovateurs mondiaux recevront des invitations à ces séances au cours de l'été et par après.

L'une des principales préoccupations était l'utilisation limitée du modèle dans les bureaux où le nombre de demandes de VRT est plus faible. Le RI examine la possibilité de centraliser le travail administratif visant à saisir les décisions en matière de recevabilité dans la charge de travail mondiale liée aux demandes de niveau 1. L'admissibilité continuera d'être examinée par les missions, mais nous recommandons d'effectuer l'examen de l'admissibilité pour les demandes de niveau 1 dans les régions et d'envoyer les dossiers aux missions uniquement lorsque cela est nécessaire. Cela permettra aux bureaux où le nombre de demandes est plus faible de quand même tirer parti du nombre inférieur de demandes à examiner et au bureau d'examen centralisé de réaliser des économies d'échelle grâce au traitement en bloc.

Utilisation du modèle visant le reste du monde

Les demandes de niveau 1 doivent être traitées comme suit dans l'avenir, conformément aux [directives à l'intention des agents](#). À titre de rappel, il est possible de consulter le [Guide de l'utilisateur](#) au sujet des procédures. **Les demandes de niveau 1 n'ont pas besoin d'être réglées selon le principe du premier entré, premier sorti**; elles peuvent être ciblées dans le module 1 de Chinook en appliquant un filtre au champ « Assigné à » afin d'afficher les numéros d'identification appropriés liés aux demandes de niveau 1 énumérés ci-dessous.

- La recevabilité des demandes de niveau 1 sera approuvée de façon centralisée, au moyen des pouvoirs délégués de l'agent responsable du dossier. Les décisions relatives à l'admissibilité et les décisions définitives seront rendues par les missions.
 - Ce processus s'applique aux bacs de niveau
 - L'examen de la recevabilité et de l'admissibilité pour les demandes classées dans les bacs ["recevabilité et admissibilité"](#) peut être effectué par les missions, dans Chinook et au moyen d'une approche plus souple.
- Nous recommandons qu'une équipe centralisée (comme le bureau du directeur de zone) examine l'admissibilité et règle ces demandes, et qu'elle envoie les dossiers aux missions uniquement lorsque l'examen de l'admissibilité est plus complexe.
 - L'examen de l'admissibilité doit être effectué dans le module 3 de Chinook.
 - En général, les décisions en matière de recevabilité ne devraient pas être réexaminées dans le cadre de l'examen de l'admissibilité.
- Tout commentaire, en particulier lorsque les connaissances sur la région locale pourraient changer le résultat du modèle, doit être fourni par l'entremise du [registre de bogues et de suggestions](#). Les commentaires font partie intégrante de l'amélioration des modèles d'AA, et ce mécanisme de commentaires offre aux bureaux une voie directe pour améliorer l'exactitude et l'efficacité des modèles.

La région de l'Amérique latine et des Caraïbes a utilisé cette approche avec le modèle visant le reste du monde et a remarqué que le traitement d'une demande de niveau 1 prend environ 52 secondes en moyenne (cela comprend le temps nécessaire pour téléverser le dossier dans Chinook). Comme vous le constaterez, cela représente une importante économie de temps.

Suivez les étapes ci-dessous pour cibler les demandes dont les décisions en matière de recevabilité ont été rendues au moyen du modèle de recevabilité visant le reste du monde :

- Lancez le module 1 de Chinook. Sélectionnez les fichiers de données appropriés pour votre bureau.
- Cliquez sur « [Filtrer les données](#) ». s'agit des numéros d'identification liés aux bacs de niveau 1 qui contiennent les demandes dont la recevabilité a été approuvée.
- Sélectionnez la charge de travail ["Recevabilité et admissibilité"](#). Cela générera une liste de demandes prêtes à l'examen pour l'admissibilité.

Travaux futurs

À mesure que nous continuons à observer une hausse du nombre de demandes dans nos bureaux, nous continuerons à avoir recours à des outils, comme l'AA, afin d'améliorer notre méthode de travail. Nous vous invitons à fournir des commentaires et à poser vos questions sur ce modèle ainsi que sur d'autres sujets pour que nous puissions procéder à la mise en œuvre de ces pratiques novatrices et utiliser l'expertise du personnel du RI de façon plus stratégique.

N'hésitez pas à nous contacter pour toute question, tout commentaire ou toute demande concernant les séances d'information. L'équipe de l'OMRI du RI est disponible pour répondre à toute question portant sur le modèle visant le reste du monde et l'aspect technique, et l'équipe PPS du RI, à toute question précise sur le traitement et les priorités.

Thank you / Merci

Pemi Gill

Director General, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Pemi.Gill@cic.gc.ca / Tel: 613-668-2534



Directrice Générale, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
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Archived: December 6, 2022 1:16:04 PM
From: IN Chinook / Chinook RI (IRCC)
Mail received time: Wed, 22 Sep 2021 16:18:24
Sent: Wed, 22 Sep 2021 16:18:23

To: Harrison Kevin, Clack Trevor, Daponte Andie, Karkaria Zal, Mpaka Manzi-Serge, Rushion Robin, Leah Wong Mark, Calixte Dominique, Falconer Chris, Froberg Alyssa, Comrie Georgina, Alexis Fernandez, Alissar Ribahi, Brocard Laurence, Brousseau Jessica, Celestin Jonathan, Lee Joseph, Vanderillaart Julie, Montgomery Karyne, Ribeiro Luis, Marcoux Louis, Dufour Marthe, Doucet Martin, Kinwoni Prosper, Railton Samuel, Crawford Gillis Raymond, Raymond Christian, Owen Steve, Triantafillou Thomas, Thostenson Shelley, Lee Timothy, Landry Tyler, DiRienzo Vanessa, Cantin Marco, Gillis Raymond.

Cc: IN Chinook / Chinook RI (IRCC)
Subject: Release - Chinook+ version 4.8.40 / Mise en place- Chinook+ version 4.8.40
Sensitivity: Normal

ENGLISH **FRANCAIS***

<div> CHINOOK</div> <p>Hello Chinook Experts:</p> <p><u>i720Please distribute to all Chinook + users</u></p> <p>A new version of Chinook+ Excel (version 4.8.40) is now available as of <u>September 22, 2021</u>, in GCDocs. Please find below the relevant links for setup and support for your Mission.</p> <p><u>Update:</u></p> <p>Application annotations (generated by Advanced Analytics) are now added to the Pre-Assessment Notes column, providing a quick summary of Advanced Analytics triage, adverse information, etc. from the applicant's UCI and/or application in GCMS.</p> <p><u>Set up Instructions:</u></p> <p>You need to download the most recent version Chinook+ Excel version 4.8.40 from the link below:</p> <p><u>Chinook - Module 3- Viewer – office 2013</u></p> <p>o https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/374541743</p> <p>\\0The MS Office 2013 release version of Chinook + (version 4.8.40)</p> <p><u>Chinook - Module 3- Viewer – office 2016</u></p> <p>o https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389952820</p> <p>\\0The MS Office 2016 release version of Chinook + (version 4.8.40)</p> <p>Please forward this message to anyone in your region who is using Chinook+ Excel and provide them with assistance as necessary.</p> <p><u>SUPPORT:</u></p> <p>If you require additional support, please send an email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@ci.gc.ca).</p> <p>Thank you in advance for your collaboration!</p> <p>\\cbpat8Andie DaPonte, Director</p> <p>\\cbpat8International Network Optimization and Modernization</p> <p>NHQ – International Network</p>	<div> CHINOOK</div> <p>Bonjour les experts de Chinook,</p> <p><u>Veillez distribuer à tous les Chinook+ utilisateurs</u></p> <p>Une nouvelle version de Chinook+ Excel (version 4.8.40) est maintenant disponible dans GCDocs à partir du <u>22 septembre 2021</u>. Veuillez trouver ci-dessous les liens pertinents pour l'installation et le soutien pour votre mission.</p> <p><u>Mise à jour :</u></p> <p>Les annotations de la demande (générées par l'Analytique Avancée) sont maintenant ajoutées à la colonne « Pre-Assessment Notes », ce qui permet de présenter un résumé rapide du triage effectué par l'Analytique Avancée, des renseignements défavorables, etc. trouvés dans l' IUC du requérant et/ou de sa demande dans le SMGC.</p> <p><u>Instructions d'installation :</u></p> <p>Vous devez télécharger la version la plus récente de Chinook+ Excel version 4.8.40 à partir du lien ci-dessous :</p> <p><u>Chinook - Module 3- Viewer – office 2013</u></p> <p>o https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/374541743</p> <p>La version MS Office 2013 de Chinook+ (version 4.8.40)</p> <p><u>Chinook - Module 3- Viewer – office 2016</u></p> <p>o https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389952820</p> <p>La version MS Office 2016 de Chinook+ (version 4.8.40)</p> <p>Veuillez transférer ce message à toute personne dans votre région qui utilise Chinook+ Excel et lui fournir l'aide nécessaire.</p> <p><u>Soutien :</u></p> <p>Si vous avez besoin de soutien supplémentaire, veuillez envoyer un courriel à la boîte Chinook RI (IRCC.INChinook-ChinookRI.IRCC@ci.gc.ca).</p> <p>Merci d'avance pour votre collaboration!</p> <p>Andie DaPonte</p> <p>Directeur, OMRI</p> <p>RI Chinook</p>
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Archived: December 6, 2022 1:16:08 PM
From: [Wakeman, Scott](#)
Mail received time: Wed, 8 Dec 2021 00:23:53
Sent: Wed, 8 Dec 2021 00:23:53
To: [Sweetman, Griffin](#); [Stella, Hillier](#); [Marilyn](#)
Cc: [Rushon, Robin-Leah](#); [Wong, Julia K.](#); [Bourdeau, Antoine](#); [Drissi, El-Bouzzidi](#); [Imane, Cordiano-Dumas](#); [Gabriel, El-Kass](#); [Wassin](#)
Subject: Rest of World Model | Tier 1 Rules Annex for Officer of Record Memo
Sensitivity: Normal

See note
s.16(2)(c)

Hi Stella and Marilyn,

(Copying other IN/CN colleagues so they can also take a look at the model rules document whenever time permits.)

Thanks very much for being willing to review these rules! My apologies for the insane rush, but we need to have your initial feedback: **by COB Thursday if at all possible**, as our goal is to have a finalized Rest of World Officer of Record Memo going to Pemi's office by early next week, for signature by Dec. 17. Some good news is that we've just received extremely positive feedback from both Legal and Privacy on a version of the rules document they received from us Monday morning. I hope you will also see no show-stoppers.

The current draft of the rules document is here: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/Overview/434217607>. Apart from rationale statements for the final: [REDACTED] which I aim to complete by Thursday, everything else in the document is complete: the supporting global statistics for the demographic and geographic variables, the [REDACTED], and [REDACTED].

Regarding what we need from you, we're hoping for three things:

If all goes well, your opinion that the [REDACTED]

Any concerns you have re: specific rules [REDACTED]

Here are a few key notes and suggestions I hope you'll find helpful:

I suggest starting by reviewing the page or two on how the predictive model works, in the triage User Manual (<https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/419744707>), then reviewing the Preface and Supporting Figures sections of the rules doc

As you wander through the jungle of the rules, keep in mind the big picture that the Rest of World (ROW) Tier 1, considered as a whole, essentially captures the [REDACTED] which [REDACTED]

[REDACTED]

In short, Tier 1 [REDACTED] can safely be passed on Eligibility without officer assessment ([REDACTED]), savings officers time and/or enabling them to focus on higher-risk applications. (Like all cases, Tier 1 cases must still be assessed by officers on Admiss.) In the QA we've run on the [REDACTED] for three years, they've proven remarkably accurate in predicting officer decisions, and have remained consistently accurate for a year or more

Also keep in mind that the model [REDACTED]

[REDACTED]

These differences make the rules look quite different from Tier 1 rules an officer would design. The rules will not seem intuitive to you in every detail. This is true for our team as well, even though we work with these rules every day. This is quite normal for model rules.

[REDACTED] are compatible with both the legacy eApp (IMM5257) and the new TR Dynamic eApp. The TR eApp scale-up to 100% of intake should not affect the performance of these rules

To be included in Tier 1, single clients must match all conditions/criteria of a Tier 1 rule. For family groups, [REDACTED] in Tier 1.

For each rule, we provide a plain language description of all conditions, the volume of applications and approval rate, and rationale statements for each condition. All conditions of each rule are essential, but the rationale statements focus on each single condition.

The model splits up the caseload like branches in a tree as it mines the caseload for pockets of applications with the highest possible approval rates. Several branches include bunches of rules sharing quite a few conditions, and some [REDACTED]. The similarities and differences between the rules are interesting — but there is no need for you to analyze these. Consider each rule on its own.

I look forward to our call on Thursday morning.

Thanks again,

Scott.

Scott Wakeman

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Analyste Senior, Centre de solutions en analytique avancée (CSA³), Planification et rendement des opérations
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Scott.Wakeman@scic.gc.ca / Tél.: 343-777-7817

Annex **Instructions to Decision Makers Regarding the Implementation of the Advanced Analytics Rest of World Eligibility Model for TRV eApp Processing** **January 2022**

Overview:

The Advanced Analytics (AA) Rest of World (RoW) Eligibility Model for TRV eApps, developed by A2SC, IN, CN, and IPG, triages TRV eApps from all countries other than [redacted]. While Phase 1 of this initiative was an automated triage, triaging applications into various bins, Phase 2 includes an AA model which identifies the lowest risk/complexity applications – termed “Tier 1” applications – for which eligibility can be determined by the model without further review by decision-makers (i.e. automated positive eligibility decision-making for simple straightforward applications).

A couple of important points to remember about the implementation of the AA RoW Eligibility Model:

- The goal of implementing advanced analytics is to improve client service and increase operational efficiency by reducing processing times and strengthening program integrity.
- The advanced analytics technology allows IRCC to analyze large volumes of clients’ past behaviours to identify patterns in officer decision making that can be relied upon and applied in the RoW model. For simple, for straightforward and low risk applications – applications triaged to a Tier 1 bin – you may enter positive eligibility decisions in bulk in GCMS, because eligibility has been determined by the model, but you must review and determine admissibility and enter the final decision. For more complex and potentially higher risk applications, the model will triage these applications to a Tier 2 bin, Tier 3 bin, or non-tier bin for your review and decision on eligibility, admissibility and the final decision. You will not be informed of what factual information led to the tier assignments and you will not be informed of the model rule applied.
- Since the implementation of the [redacted] TRV eApp Eligibility Models, it has been confirmed that when a significant volume of applications are handled by the advanced analytics model, decision makers have more time to develop expertise and to assess the remaining applications, leading to improved fraud detection.

Instructions for Processing Tier 1 Applications:

When processing Tier 1 applications that are part of the AA RoW Eligibility Model:

- You will enter positive eligibility decisions in bulk on the applications in GCMS because eligibility has been determined using the model. The Officer of Record, the DG of IN, has approved the Tier 1 rules to be used to make positive eligibility determinations for these simple straightforward applications.
- You should NOT revisit the eligibility decision on applications in Tier 1 unless information affecting the positive eligibility of the application comes to your attention in the course of conducting the admissibility assessment or during passport verification. In these instances, you should revisit the eligibility determination of the Tier 1 application and

determine, after considering all information available, if the applicant is eligible to be issued a temporary resident visitor visa.

- For those applications where admissibility has been passed, a final decision may be entered in bulk.

Instructions for Processing Other Applications:

When processing applications in Tier 2, Tier 3 and other Bins that are part of the AA RoW Eligibility Model:

- You will assess eligibility and admissibility of each application based on the information presented in the application, the historical information in GCMS and any additional information requested or that comes to light in your usual assessment of the application. In other words, you will continue to process these applications and exercise your judgement in making decisions on these applications taking into considerations all relevant available information, and following procedural fairness requirements, if required. You will not have access to the model rules used to triage applications into Tier 2 or Tier 3, nor the components of these rules, and you will not be informed, nor have access to information regarding the model rule used to triage an application into Tier 2 or Tier 3.
- The information that you will have from the Advanced Analytics triaging (the assigned Tier or other Bin) will be limited to the following:¹
 - It is a Tier 2 or Tier 3 application. With respect to the assigned Tier this merely tells you that [redacted] but you will not be informed of what factual information led to this Tier assignment.²
 - For other Bin Rules (i.e. existing automated triage bins), you will know the essence of the rules and which rule/criteria was met in order to assign the application to that Bin. You will not know the factual information in the application which met the rule but in some cases due to the content of the Bin Rule, the mere fact that the rule was met will reveal certain factual information from the application.
 - In all cases, this limited information should not be considered determinative of your decision and you must perform your usual examination of the application and consider all relevant information prior to making a decision on eligibility and

¹ Update as of January 28, 2020: In addition to the above information, officers are now provided with some key facts about the client to reduce the time spent searching for information in the case management system.

² To be clear, all information assessed in the A2SC triage will be available in GCMS, so officers will have access to the same information that was used by A2SC and can make their own assessment of that information.

admissibility.

A Quality Assurance exercise will continually evaluate the effectiveness of the model and the Advanced Analytics team will adjust the triaging and tiers, including for automated positive eligibility decision-making, if and when required.

TRV Tier 1 Additional Details

Helpful Links

- TRV 'Rest of world' eligibility model onboarding: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/468334011>
- User Manual: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/419744707>
- Officer Instructions: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/444722345>

All information below is intended for sharing among Unit Managers, Migration Program Managers, and Area Directors (and offices) only; circulating among processing staff risks fettering decisions.

Top Data Points

These details should give officers a more concrete sense of what's in the rules and how they work. The top data points used by the predictive models to assign straightforward V-1 applications into Tiers 1, 2 and 3 include the following:

A few explanatory comments:

- Clients with purposes of visit corresponding to a [redacted] and divide these applications between Tier 1, 2 and 3. The applications in each Tier are then segmented into bins using [redacted]

business rules developed with TRV processing SMEs (not using model rules; the sub-sections – sub-bins – within Tier 1, 2 and 3 do not correspond to model rules)

- The Tier 1, 2 and 3 rulesets include many rules – for example,
 - Each rule contains several conditions. All conditions of a Tier 1 rule must be met for a client to qualify for Tier 1 under that rule. A client only needs to meet the conditions of one Tier 1 rule to be included in Tier 1. Clients who do not meet the conditions of one rule might meet the conditions of another.
 - Rules that are easy to game/defraud or are not backed by strong evidence or rationale are discarded and not used.
 -
-
-
- There are no simple differences between Tier 1 and Tier 2 applications. Exclusion from Tier 1 is not a disavowal of the bona fides of a client. By design, the
- The automated triages and predictive eligibility models are not anti-fraud/risk models.

Adverse Rates

The rates shown are for the applications included in the [Phase 2 results table](#) (applications received between Jan 2019 and March 2020; see full explanatory notes below the table).

SEA&O Question

What is the difference between regular CAN+ and Tier 1 applications?

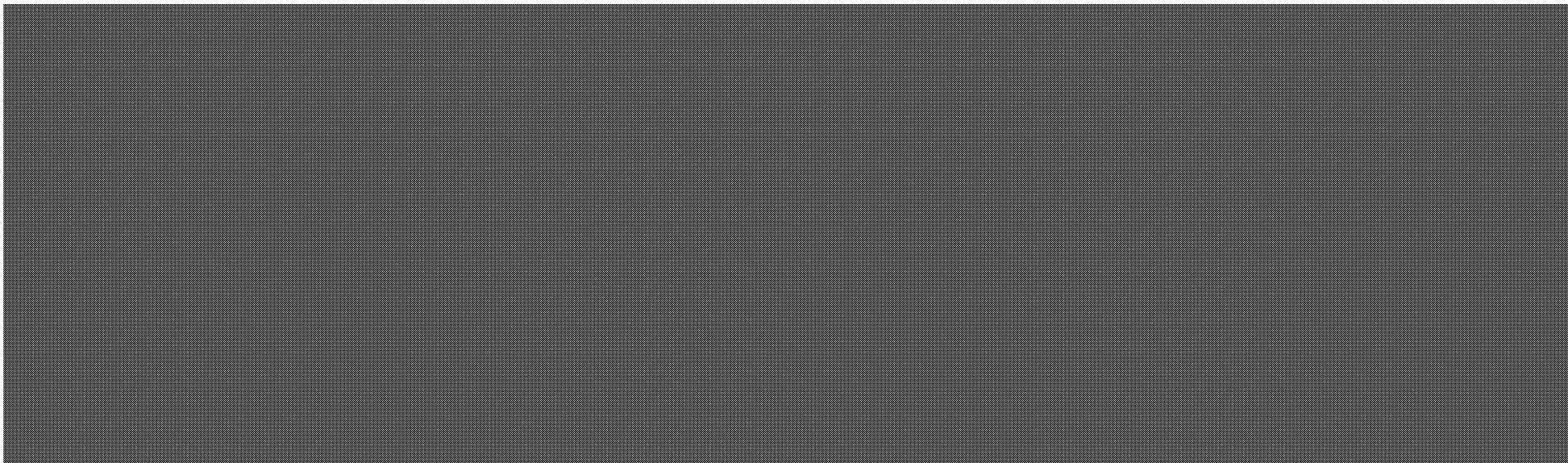
CAN+ applications are those where the applicant has travelled to Canada within the last ten years, or who currently hold a valid US non-immigrant visa;

Tier 1 applications can be bulk passed without review on eligibility.

TRV 'REST OF WORLD' ELIGIBILITY MODEL AND AUTOMATED TRIAGE

INTERNATIONAL NETWORK

AUGUST/SEPTEMBER 2022

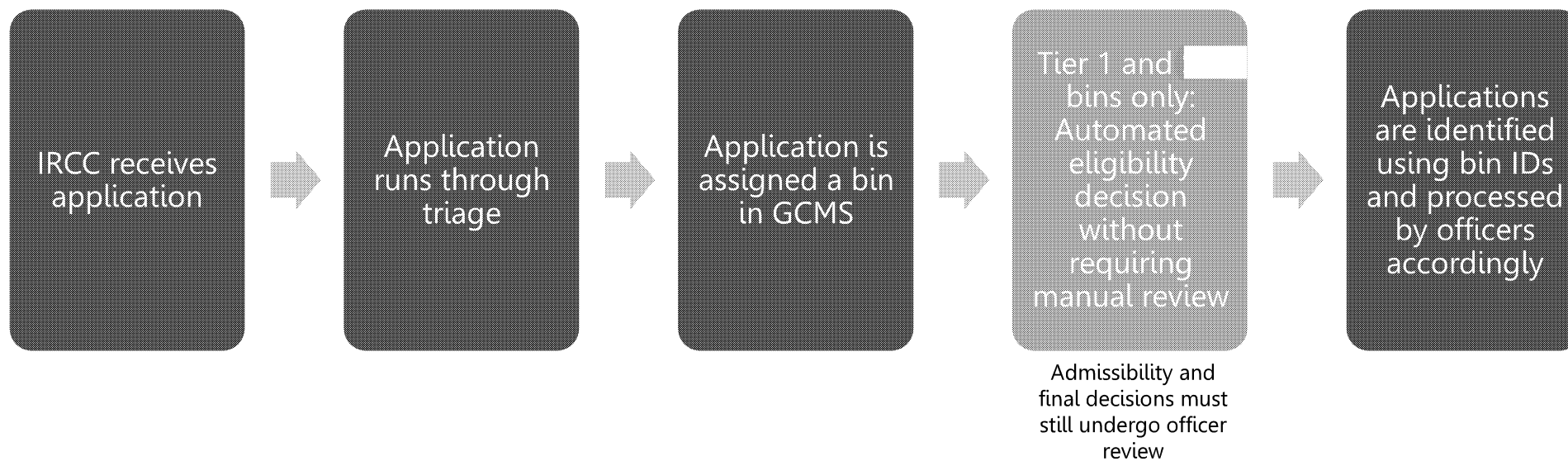


WHAT THE MODEL AND TRIAGE DOES



- Groups like applications into useful “bins” based on characteristics important for processing, to facilitate processing efficiency and integrity
 -
- Reduces decision-maker click time in GCMS by performing a very comprehensive scan of GCMS data on each application and client for possible adverse information and other complex information that may or may not be available in other tools like Chinook Mod3+, and summarizing this information in notes for decision-makers (“case annotations”) on each application
- Within straightforward V-1 applications, identifies applications which can be safely bulk passed on eligibility (“Tier 1”)

Note: The triage and model rules are developed by a combination of AA and officer rules (i.e. designed by TRV processing experts in IN and CN).

PROCESS FLOW WITH TRIAGE IN PLACE



OFFICER OF RECORD DELEGATION

- Accountability for the specified decisions rest with the Officer of Record, rather than with the individual who may be administratively passing the decision in GCMS
- The Director General of the International Network has accepted responsibility for the positive eligibility decisions on Tier 1 and  applications using their delegated authority
- Tier 1 and  eligibility decisions can (and should) be passed in bulk without reviewing additional details, reviewed for admissibility by the officer, and then finalized (except in cases where admissibility review reveals potential eligibility concerns as well – see [slide 7](#))

PROCESSING TIER 1 AND [REDACTED] APPLICATIONS

- Tier 1 and [REDACTED] applications should be processed as follows going forward, in accordance with the Officer Instructions and can be finalized out of FIFO
- Applications in Tier 1 and [REDACTED] bins do not require review of eligibility
- Tier 1 and [REDACTED] eligibility approvals are being entered at HQ, following which regions will need to assess admissibility and finalize applications

TIER 1 AND BIN DESCRIPTIONS

s.16(2)(c)

USE OF THE MODEL WITH CHINOOK MOD1

- Applications can be identified using "

- Most applications will fall into the _____ activity, though other activities also apply
 - Refer to Mod1 Activity Dictionary

FEEDBACK MECHANISMS

- Feedback can be provided through the [Bug and Suggestion Log](#) on the triage, eligibility model, and case annotations
 - Generally, eligibility decisions should not be revisited *unless* adverse information comes to light during admissibility review that would suggest the client may be ineligible; in these cases, the officer should flag the application through the Bug and Suggestion Log and reassess eligibility
- Any general feedback can be provided directly to [IN INOM](#)
- Receiving mission feedback is integral to improving the model

BEST PRACTICES

- Use of Chinook Mod1 to identify workloads and Mod3+ to finalize applications
 - Latest version of Mod1 allows the selection of multiple bin IDs
- Centralizing admissibility and final decisions to gain efficiencies of scale
- Regularly monitoring bins for decision-ready applications
- Actively providing feedback on the model, triage, and case annotations

RESOURCES

- User Manual: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/419744707>
- Training Session Video: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/420240850>
- Officer Instructions: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/444722345>
- Bug and Suggestion Log: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/421184833>
- Using Chinook Mod1 for Tier 1 /  processing: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/472039815>
- Mod1 Activity Dictionary: <https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/401586822>